KONICA MINOLTA

SSD SUPPORT SOLUTIONS

7022 - ALL ACTIVE SOLUTIONS

September 2007

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Solution ID TAUS0619168EN* **Solution Usage** 38

Description
F46-8 at power up.

Solution
CAUSE: Laser index error caused by a failed index sensor board.

SOLUTION: Replace write unit (p/n 26WA-6500).

Solution ID TAUS0619178EN* **Solution Usage** 14

Description
Code 0006 when attempting to run L-detect.

Solution
CAUSE: Dirty or failed TCSB (Toner Control Sensor Board).

SOLUTION: Clean or replace the TCSB (p/n 26NA-9180).
Note: The TCSB is located on the drum carriage.

Solution ID TAUS0619213EN* **Solution Usage** 5

Description
F51-4 code at power up.

Solution
CAUSE: ICP5 (24V DC) on the PRDB is open.

SOLUTION: Check for 24V DC at CN26-A3 and CN26-A4 on the PRDB. If 24V DC is not present, check ICP5 on the PRDB. If ICP5 is open, replace the PRDB (p/n 26TA-9021).

Solution ID TAUS0619432EN* **Solution Usage** 5

Description
PLEASE LOAD A4 PAPER is indicated on the LCD when placing an 8.5x11 original on the platen glass or the RADF.

Solution
CAUSE: 8.5x11 APS (Japan, Europe) is selected in the 25 mode.

SOLUTION: Change DIP SW 7-2 to a 0. To change DIP SW 7-2 to a 0, perform the following:
1. Access the 25 mode (power the copier OFF/ON, while simultaneously holding the 2 and the 5 keys).
2. Select [1. Software SW].
3. Using the far left up arrow on the touchscreen scroll to DIP SW 7.
4. Using the middle up arrow on the touchscreen scroll to BIT 2.
5. Select [OFF] on the touchscreen.
6. Power the copier OFF/ON.

Solution ID TAUS0619671EN* **Solution Usage** 54

Description
F51-6 code at power up. 24V DC is present at CN22-5 on the PRDB.

Solution
CAUSE: Failed write unit.

SOLUTION: Replace write unit (p/n 26WA-6500).

Solution ID TAUS0621455EN* **Solution Usage** 3

Description
E46-11 during copy mode.

Solution
CAUSE: The A/D ribbon cable has failed.

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SOLUTION: Replace the A/D ribbon cable (p/n 26NA90500).

Solution ID TAUS0622582EN* **Solution Usage** 1

Description
Jamming from all paper trays.

Solution
CAUSE: No 24V DC to the resist (loop) clutch (p/n 26NA82010) due to a failed ICP11 on the PRDB.

SOLUTION: Check ICP11 for 24V DC and replace the PRDB (p/n 26TA-9021) as necessary.

Solution ID TAUS0624132EN* **Solution Usage** 8

Description
F56-1 at power up.

Solution
CAUSE: Failed DF314 RADF CB, causing communication difficulties.
Note: This code is classified as an image control communication abnormality in the Service Manual.

SOLUTION: To check the RADF CB, perform the following:
1. Power the copier OFF.
2. Disconnect the RADF connector from the main body.
3. Power the copier ON. If the machine powers up with no error code, the RADF CB has failed.
4. Replace the RADF CB (p/n 13GL-9019) as necessary.

Solution ID TAUS0624408EN* **Solution Usage** 1

Description
Half blank copies, top-to-bottom, consistently (starting after x amount of copies) on long runs of prints and copies.

Solution
CAUSE: Corrupt data stored in memory.

SOLUTION: Reset memory to factory defaults. To reset memory to factory defaults, perform the following:
1. Enter the 25 mode (power the machine ON, while pressing the 2 and 5 keys).
2. Select Software SW.
3. Using the up/down arrows, scroll to address 3-4 (All Memory Reset).
4. Select OFF.
5. Power the machine OFF.
6. Enter the 47 mode (turn the machine ON, while pressing the 4 and 7 keys).
7. Enter 9, 2, press the START key, press the STOP/CLEAR key.
8. Enter 0, 9, 6, press the START key, press the STOP/CLEAR key.
9. Enter 0, 9, 3, and press the START key.
10. Power the machine OFF/ON.

Notes:
1. When the memory board is initialized, all data is deleted.
2. Before initializing the machine to factory defaults, enter the machines serial number in the 25 mode.

Solution ID TAUS0626183EN* **Solution Usage** 2

Description
PLEASE WAIT WARMING UP occurs with no fax kit installed.

Solution
CAUSE: The fax board was enabled in 25 mode.

SOLUTION: To disable the fax board, perform the following:
1. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
2. Select [1. SOFTWARE SW].
3. Using the up/down arrows, scroll to software switch 19-1
4. Select ON.
5. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0626354EN* **Solution Usage** 1

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Description
F26-3 and developer spilling out of the developer unit.

Solution
CAUSE: The TDS (toner density sensor) wiring pinched and shorted to ground.

SOLUTION: Repair the wiring and replace the TDS (p/n 26NA88040) as needed.

Solution ID TAUS0627041EN* **Solution Usage** 23

Description
HD107, F87-03 error message.

Solution
CAUSE: Disk rotation control of the hard drive has failed.

SOLUTION: Replace the hard drive (Item #950258) and apply print controller firmware version 5.8.2 or later. The newer software allows the hard drive to stop spinning during periods when it is not being accessed. Firmware downloaded previous to September 23, 2003 will not have the proper patch for stopping the hard drive rotation during periods of inactivity.

As an alternative to the HD107, Konica Minolta is offering a 1GB or 2GB compact flash card and PCMCIA adapter for the IP422 or IP423. The 2GB compact flash card is recommended for most cases, as the 1GB compact flash card may not have enough space if the customer creates large jobs.
1GB compact flash card and PCMCIA adapter (p/n HDCF107-1GB)
2GB compact flash and card PCMCIA adapter (p/n HDCF107-2GB)

Note: The IP (print controller) system code must be upgarded to a minimum version of 5.9.0 to support the use of CF card in place of the HD-107.

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0627088EN* **Solution Usage** 1

Description
Developer spewing.

Solution
CAUSE: Loose connector on the DCPS.

SOLUTION: Reseat all connectors on the DCPS.

Solution ID TAUS0628730EN* **Solution Usage** 9

Description
Intermittent F51-06 code.

Solution
CAUSE: Failed write unit.

SOLUTION: Replace write unit (p/n 26WA-6500).
Note: Before replacing the write unit, ensure 24V DC for the polygon motor is present at CN22 pin 5 of the PRDB.

Solution ID TAUS0640308EN* **Solution Usage** 3

Description
F87-3 and printer board failure message after installing the new HDCF107 memory card.

Solution
CAUSE: The HDCF107 memory card is not formatted properly.

SOLUTION: Format the memory card to FAT16.

Solution ID TAUS0651391EN* **Solution Usage** 1

Description

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J92, Change of the guide part/lower.

Solution

See KOM060484.pdf for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0656768EN* **Solution Usage** 22

Description

What Konica Minolta print drivers will come bundled with Microsoft ® Windows Vista™ and what is the release schedule for Vista™-compatible drivers?

Solution

Please refer to the Windows Vista™ Hardware Compatibility List for Printers & Scanners and the attached PDFs.
For EFI legacy products that will not receive a Vista™-specific driver, refer to the following statement:
"The previous drivers (System 5/5e-8/8e) will not work on 64-bit Vista™. However, these drivers will work on the 32-bit version of Windows Vista™with minor issues."
Known issue : Borders and frames around icons and panes within the driver UI may not show up correctly.
Notes :
1. Ifa previous driver was Microsoft ® Windows XP WHQL certified, Microsoft ® also honors the digital signature (CAT file) on Windows Vista™.
2.To view a PDF, Adobe Reader ® must be installed. Adobe Reader ® can be downloaded for free from the Adobe ® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0657724EN* **Solution Usage** 1

Description

How to access the Konica Minolta FTP site.

Solution

The Konica Minolta FTP site is no longer accessible. The content of this site has been transferred to the Drivers/System Code/Firmware/EPROMs selection on each individual's SSD Home page. Enter a Product Group, and a Product and select Go to get a complete list of Drivers, System Code, Firmware, EPROMs, Utilities, and Support Documentation. In addition there arelinks to download Firmware, EPROMs, Utilities, and Support Documentation for related accessories.

Solution ID TAUS0700453EN* **Solution Usage** 78

Description

NVRAM Troubleshooting Procedure used to identify NVRAM problems.

Solution

C250/C252/C300/C350/C351/C450
NVRAM trouble codes (C-D3xx codes) can occur at any time. Mostly these codes happen when updating firmware. A NVRAM Data Restore procedure was announced a few months ago to address these codes:
Stop, 0, 7, 1, 3, 9, *
What this procedure does is take a good image of the NVRAM off the MFP board (created when you performed the NVRAM Data Backup) and restore it to the NVRAM. There are approximately 30 registers that can be corrupt, so the above procedure may have to be done as much as 30 times.
WARNING : If a corrupt NVRAM is suspected, DO NOT perform the NVRAM Data Backup. This will take the corrupt NVRAM image and back it up to the MFP board. If this is done, and the NVRAM is replaced, the corrupt data that was just backed up will be transferred to the new NVRAM. If this is the case then the NVRAM and MFP board will have to be replaced as a set.

Known unrecoverable NVRAM symptoms:
1. Stuck on hour glass screen
2. Incorrect meters
3. When performing the NVRAM restore procedure the codes repeat themselves
Note : One thing that has been noticed is these machines seem to be highly susceptible to voltage sags and spikes. It is HIGHLY recommended to install a quality power line conditioner on these machines.
Known fixes for various codes:
C-D36E and C-E002 – Install Phase 3.01firmware (H5 or H6 depending on model).

If a corrupt NVRAM is suspected, please try performing a Data Clear. This can be found in the Tech Rep mode.
IMPORTANT : All programmed addresses will be cleared. Please backup the address data using PageScope Web Connect to backup the data before performing the Data Clear.
If NVRAM replacement is necessary please be aware that the meters may not be transferred and they might be reset to zero. This is unrecoverable and the correct meters cannot be input.

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8020/CF2002/8031/CF3102
Codes C-3C00 through C-3C40 indicate a corrupt BRU
Codes C-3C50 through C-3C90 indicates a problem with the PWB-C board or the scanner to main body cable.

8050/CF5001/C500
The NVRAM for the C500 cannot be replaced in the field. The only way to correct a corrupt NVRAM is to send the OACB, NVRAM, and PRCB into Konica Minolta to be reset.
Known defective NVRAM symptoms:
1. Meters or default adjustment values are extremely high.
2.Adjustments do not hold after powering the machine OFF/ON.
Note : On the Black and White machines verify that the NVRAM is bad by swapping a good NVRAM from another machine in the same product family. This will save significant time and expense in getting back the machine in working condition.

Bizhub 200/250/350
Common symptoms when NVRAM replacement may be necessary:
1. Machine not going to ready state.
2. Not printing to a host name with DHCP.
3. Not scanning to E-mail.
4. On startup, abort code 0x0000999a .
5. Abort code 0x00f00b00 .
6. Not printing.
7. Machine rebooting every few minutes.
8. Screen freezing in KM logo.
9. Keep losing machine settings when power OFF.

Bizhub 420/500

Common symptoms when NVRAM replacement may be necessary:
Note : First try to flash the machine to the latest firmware before swapping the NVRAM because the firmware fixes many of the following symptoms:
1. Screen freeze in KM logo.
2. Fax unit locking up the copier or not recognized.
3. CE-084 error code.
4. CannotPING the copier.
5. C-D203 error code.
6. Display resetting to Japanese.
7. Losing network settings after firmware upgrade.
8. C-E002 error code.
9. Scan to email or FTP.
10. Loss of adjustment data.
11. Total counter is reset.
12. Display TCR adjustment.
13. C284x error code.

Bizhub 600/750
Common symptoms when NVRAM replacement may be necessary:
1. Screen freeze in KM logo.
2. Cannot recognize DF.
3. Error code SC2203 .

7145/7255
Common symptoms when NVRAM replacement may be necessary:
1. Blank screen.
2. Loss of E-mail addresses.
3. Loss of settings.
4. Error code E56-01 .
IMPORTANT: All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated. If a request is received without an established problem ticket number the request will be denied.
Notes:
1. Refer to the attached Bulletin Number 5783 for more detail and the BRU form.
2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0701267EN* **Solution Usage** 0

Description
When loading ISWTrns on Microsoft® Vista™, USB is not available under Settings.

Solution
To enable the USB feature, perform the following:
1. Right-click the ISWTrns Icon created onthe desktop.

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2.Select Properties.
3. SelectCompatability.
3. Select Run this Program in Compatability mode for Microsoft® Windows XP SP2.
SPECIAL NOTE : This solution was provided by Sean Jones of Meritech, Inc.

Solution ID TAUS0701604EN* **Solution Usage** 2

Description
NVRAM/BRU replacement form.

Solution
The online NVRAM/BRU Replacement RA/Claim formis referencedin attached Bulletin Number 5783.
Notes :
1. AN SSD TICKET NUMBER MUST BE ASSIGNED IN ORDER TO PLACEA NVRAM/BRU ORDER ONLINE. All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated. If a request is received without an established problem ticket number, the request will be denied.
2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0701792EN* **Solution Usage** 1

Description
Jamming from all trays, including the bypass

Solution
CAUSE:No 24V DC to the 2nd paper feed resistclutch (loop clutch) (p/n 26NA82010) due to a failed ICP11 on the PRDB.

SOLUTION: To identify this as the cause, perform the following steps:
1. Check ICP11 for 24V DC.
2. If the 24V output is not present,replace the PRDB (p/n 26TA-9021).

Solution ID TAUS0618711EN* **Solution Usage** 32

Description
Code SC46-08 displayed during unit initialization.

Solution
CAUSE: Polygon motor does not spin up at power up. On the control board, there is 24VDC at CN22-5 and the M5 drive signal drops from 5VDC to 0V on CN22-3 at power up. The write unit has failed.

SOLUTION: Replace the write unit (p/n 26WA-6500).

Solution ID TAUS0622933EN* **Solution Usage** 32

Description
F35-xx codes.

Solution
CAUSE: Failed temperature sensor assembly or the two countermeasures for intermittent fixing unit failure codes (F34, F35, F36) needs to be completed.

SOLUTION: To resolve intermittent fixing unit failure codes, perform the following:
1. Replace the temperature sensor MT plate with the new style temperature sensor MT plate (p/n 26NA53151).
2. Replace the temperature sensor assembly (p/n 26NA88011).
3. Upgrade image control firmware to version 11 (or higher).
Notes:
a. See 7020/7022/7025/7030/7035/7130/7135 Technical Bulletin #13 for details.
b. The latest firmware is available at [[http://www.konicabt.com/konicode/PubBrowser/eproms| URL http://www.konicabt.com/konicode/PubBrowser/eproms]].
c. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0620910EN* **Solution Usage** 28

Description
Thick line from front-to-rear, 1/4 inch thick and 4 inches long, appearing on first copy out.

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Solution

CAUSE: The PCL (Pre Charge Lamp) is coming ON while the machine is at idle, causing a slight charge on the drum.

SOLUTION: Install level 13-CIDO image control firmware which will stabilize the drum potential by making a conditioning rotation before copying the first page.
Note: This does not apply to the bypass tray.

Solution ID TAUS0618427EN* **Solution Usage** 19

Description

FK102, how to program a specific finisher exit tray for fax receptions and another finisher exit tray for copy jobs.

Solution

To program the 7022 to have fax receptions exit into one finisher tray and copy jobs into a different finisher tray, perform the following:
1. From the copier mode, press the HELP (?) button, located to the right of the touchscreen.
2. From the touchscreen, select Key-Ope mode.
3. Enter a Key Operator passcode if applicable.
4. Select [1. System/Copier].
5. Select [2. Copier Initial].
6. Select [5. Output].
7. Select (highlight) the desired exit tray to be used for fax receptions press OK.
8. Press RETURN to return back to the System/Copier setting menu.
9. Press the down arrow to scroll to the next System/Copier setting menu screen.
10. Select [12. Memory SW].
11. Press the arrows, in the lower left corner, and scroll to page 2/3 of the memory switches.
12. Press the down arrow on the right side and highlight Job Memory Recall.
13. Press EDIT to change the Job Memory Recall setting to ON.
14. Press RETURN three times to return back to normal copy mode.
15. Press the OUTPUT button located to the right of the touchscreen.
16. Select (highlight) the desired exit tray to be used as the default for copy jobs and press OK.
17. Press the APPLICATION button located to the right of the touchscreen.
18. From the APPLICATION screen, select JOB MEMORY located in the top right corner.
19. Press ENTRY located at the bottom of the job memory screen.
20. A CHECK MODE screen should now appear, verify that these setting are acceptable as copier default and press OK. If settings are not acceptable, return back to normal copy mode and change settings as desired and then continue programming starting at step 15.
21. From the job memory screen, press the down arrow and scroll to job memory #15.
22. Select (highlight) #15 and press OK.
23. Enter a name of your choice and press OK.
24. Press OK to return back to normal copy mode.

Note: To summarize, programming the 7022 in this manner forces the copier to automatically recall job memory #15 when it initializes and auto-resets. All fax receptions will ignore job memory recall and only react to what's programmed into Key Operator mode/ copier initial settings.

Solution ID TAUS0620198EN* **Solution Usage** 19

Description

Intermittent cycling of power, during copy operation or at power up.

Solution

PROBABLE CAUSES:
1. Low level firmware. Upgrade the main body firmware to level 13 (control) and 11 (image) or above.
Note: The latest firmware is available at [[http://www.konicabt.com/konicode/PubBrowser/eproms| URL http://www.konicabt.com/konicode/PubBrowser/eproms]].

2. Failed DCPS cooling fan. Replace the DCPS cooling fan (p/n 26NA80510).

Solution ID TAUS0618598EN* **Solution Usage** 18

Description

Please load 5.5 x 8.5 paper message, when using platen APS for small size originals.

Solution

CAUSE: Firmware is at an early level and needs to be updated.

SOLUTION: Update the firmware to latest levels.
To program platen APS to select 8.5x11 with small size originals, perform the following:
1. Access the 25 mode (hold down the 2 and 5 keys at power ON).
2. Select [1] (SOFTWARE SW).
3. Press the left down arrow 4 times.
4. Press the right up arrow 5 times. The top of display should indicate SOFTWARE SW 21-5:0

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5. Press the ON button once. The top of display should now indicate SOFTWARE SW 21-5:1
6. Power OFF/ON to return to normal copy mode.

Note: This change to software switch 21-5, in the 25 mode, will allow platen APS to automatically select 8.5x11 paper when copying a small size original (i.e., check, business card, drivers license etc.).

Solution ID TAUS0617904EN* **Solution Usage** 13

Description

How to flash the 7022 firmware with the ISW Trns utility.

Solution

To flash the firmware, perform the following:

SETTING UP THE ISW UTILITY

1. Obtain the ISW Trns utility file from the Konica web site .

Note: While on this page, download the DF314 and FS107 files , by clicking on the appropriate link and following instructions.

2. While still at Konica's web site, download the 7022 firmware. To download the firmware programs, perform the following:
   a. Click on the back arrow to return to the previous page.
   b. Click on [Eproms for Low Volume Copiers].
   c. Click on [List] button.
   d. To start the download, click on the control or image firmware program link and follow the instructions.
3. Install the ISW application program onto a PC or laptop .
4. Set up the ISW Trns utility by following the setup directions.
5. Set up the folders for the BIN files.
6. When the ISW Trns utility main window pops up, the BIN file data can be selected, verified, and sent to the machine for flashing the firmware.

Notes:

a. There are two types of data sources - ORIGINAL (batch data) and DIVIDED (divided data). The 7022 utilizes the DIVIDED selection for the Control BIN files and the ORIGINAL selection for the Image, DF314 and FS107 BIN files.
b. The Country selection must be KBT for the USA.

COPYING TRANSFER DATA (UPDATE DATA)

Run the ISW Trns program to copy transfer data (update data) to the PC.

CONNECTING

Connect a parallel interface cable to the copier.

ISW connector is located on the right rear side of mainbody and is the lower of the 2 connectors.

CAUTION: If a parallel data transfer is to be executed with the ISW Trns program, the ECP mode setting of the PC parallel port should be cleared. ISW Trns does not support parallel data transfers. If a parallel data transfer is launched with the PC set in ECP mode, the transfer could be aborted by an error occurring in between. It would be necessary, therefore, to disable ECP mode before run ISW Trns on a PC with the ECP setting.

UPDATING

Update the ROM data on each control board using ISW Trns.

Note: If any error occurs during the flash procedure and the Fax LED goes on red, the main power switch must be shut off for 10 seconds or more. Then turn the main switch on again and send the flash files.

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Solution ID TAUS0619119EN* **Solution Usage** 13

Description

FK102, how to initialize.

Solution

To initialize the FK102, perform the following:

1. Press the HELP button.
2. Press KEY OPE in lower left-hand corner.
3. Press 2] FAX.
4. Press SPECIAL SET.
5. Enter passcode 9272 and press OK.
6. Press INITIALIZATION.
7. You can select the individual setting you wish to clear (i.e. FUNCTION PARAMETER) or you can press OK to select all.
8. Press YES to confirm.
9. Press BACK until you return to the normal mode.

Solution ID TAUS0621572EN* **Solution Usage** 13

Description

DF314, code 65-2 or 65-3 after replacing the RADF control board.

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Solution

CAUSE: The DF314 has been recently changed to improve performance. The old style RADF control board is not compatible with the new version DF314. The earliest style RADF CB (p/n 13GL-9019) is only available through board repair.

SOLUTION: The newer RADF control board should be used with a newer DF314.
Notes:
1. Refer to the ADF serial number, DF Control Board, firmware version and model compatibility matrix .
2. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0619810EN* **Solution Usage** 12

Description

AUTO TONER SUPPLY message is displayed and then a code F26-1.

Solution

CAUSE: The TLD (toner level detect) is continuously switching ON/OFF when checked in the 47, due to a failed TLD sensor.

SOLUTION: To check the output of the TLD perform the following;
1. Access the 47mode (power the copier OFF/ON, while simultaneously holding the 4 and the 7 keys).
2. Enter code 057, then press (*) 001(*). The touchscreen should read .
3. The touchscreen should say ON, if toner is present and OFF if toner is not present.
4. If the touchscreen switches from an ON/OFF state, replace the TLD sensor (p/n 40AA88030).

Solution ID TAUS0619580EN* **Solution Usage** 11

Description

APS will not select 8.5x11R when using the platen mode. Original is detected as 8.5x11.

Solution

CAUSE: With the main body firmware version level 13 Control/11 Image (and above) and platen APS set to default to 8.5x11 for small sized originals, the 7022 does not have the ability to recognize the width and length of 8.5x11R on the platen glass.

SOLUTION: When copying from the platen glass, place the original in the 8.5x11 direction. This is a design specification of the machine and will not be changed.

Solution ID TAUS0619750EN* **Solution Usage** 11

Description

How to reset the machine (initialize memory) to factory defaults.

Solution

To reset memory to factory defaults perform the following:
1. Enter the 25 mode (power the machine ON, while pressing the 2 and 5 keys).
2. Select Software SW.
3. Using the up/down arrows, scroll to address 3-4 (All Memory Reset).
4. Select OFF.
5. Power the machine OFF.
6. Enter the 47 mode (turn the machine ON, while pressing the 4 and 7 keys).
7. Enter 0, 9, 3, and press the START key.
8. Power the machine OFF/ON.

Solution ID TAUS0624157EN* **Solution Usage** 11

Description

F51-06 displayed at power up.

Solution

CAUSE: A loss of 24V DC to CN22 pin 5 on the PRCB (printer control board) due to an open ICP11.

SOLUTION: Check CN22 pin 5 for 24V DC. To check CN22 pin 5, perform the following:
1. Remove the back panel from the machine and the IP432 support panel to gain access the PRCB.
2. Enter the 47 mode (turn the machine ON, while pressing the 4 and 7 keys).
3. Locate CN22 in the lower right hand corner of the PRCB.
4. Set your meter to 200V DC and place you black meter lead to frame ground.
5. Place your red meter lead to pin 5 of CN22 and check for 24V DC.

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6. If 24V DC is not present at CN22 pin 5, locate ICP11 in the lower right had corner above CN24.
7. With your black meter lead still at frame ground place your read meter lead to either leg of ICP11 and check for 24V DC, and check the other leg of ICP11 for 24V DC.
8. If 24VDC is not present to either leg of ICP11, replace the PRCB (p/n 26TA-9021).

Note: Before replacing the PRCB, inspect for any pinched or broken wiring.

Solution ID TAUS0619928EN* **Solution Usage** 10

Description

FK102, unable to receive faxes.

Solution

CAUSE: Closed area RX is set to ON.

SOLUTION: To program Closed area RX to OFF, perform the following:
1. Power the copier ON.
2. Press the HELP key.
3. Press [Key-ope mode] on the touchscreen.
4. Press [2. FAX] on the touchscreen.
5. Press [Special set] on the touchscreen.
6. Using the numeric key pad enter 9272 for password.
7. Press [OK] on the touchscreen.
8. Press [Function parameter setting on the touchscreen.
9. Press [System] on the touchscreen.
10. Press the down arrow on the right side of the touchscreen until [Closed area RX] is highlighted in dark blue.
11. Press [EDIT] on the touchscreen to change the setting to OFF.
12. Press [BACK] three (3) times.
13. Press [CANCEL] one (1) time.
14. Press [BACK] one (1) time.
15. Press [RETURN] one (1) time to return to the normal copy mode.

Solution ID TAUS0620880EN* **Solution Usage** 10

Description

FK102, how to change the maximum limit of redials.

Solution

To change the maximum limit of redials, perform the following:
1. While in the Copier mode, press the [Help/?] button.
2. Press [Key-Ope Mode] on the LCD.
3. Press 2:[Fax] on the LCD.
4. Press the [Special Set] button
5. Enter 9272.
6. Press [Function Parameter Setting] button.
7. Press [Machine Setting] button.
8. Enter address 0E0144 from the touchscreen.
9. Press the [Data] button.
10. Enter the following data for the maximum number of redials (0 through 15):
    0: 00000000
    1: 00000001
    2: 00000010
    3: 00000011
    4: 00000100
    5: 00000101
    6: 00000110
    7: 00000111
    8: 00001000
    9: 00001001
    10: 00001010
    11: 00001011
    12: 00001100
    13: 00001101
    14: 00001110
    15: 00001111
11. Press the [Confirm] button.
12. Press the [Return] button.
13. Power copier OFF/ON (both switches) to exit the Key Operator mode.

To change the number of redials, perform the following:
1. While in the Copier mode, press the [Help/?] button.
2. Press 2: [Fax] button

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3. Press [Line Parameter set].
4. Press Down Arrow until [Num. of Redials] is highlighted.
5. Press [Edit] repeatedly to the desired number of redials is displayed.
6. Press the [Back] button twice.
7. Press the [Return] button to return to normal mode.

Solution ID TAUS0620888EN* **Solution Usage** 10

Description

FK102, how to enable Automatic Tray Selection.

Solution

The FK102 can receive and print onto 8.5x11, 8.5x14 or 11x17 paper depending on how it is configured. The default setting allows the FK102 to automatically select the paper size that is closest to the original size. For example, if a paper tray empties while receiving a fax, the next paper tray closest to the original size will automatically be selected and print out the fax.

To program the FK102 to automatically select a paper tray, perform the following:
1. Select COPIER MODE.
2. Press the HELP button.
3. Press KEY-OPE MODE (lower left corner of touch screen)
4. Press 2. FAX
5. Press Tx/Rx MODE SET
6. Press the right down arrow and scroll down to Rx PAPER SELECTION.
7. Press EDIT and change the selection to AUTOMATIC.
8. Press the left down arrow to display the next page of settings.
9. Press EDIT and set Rx FEED TRAY (fix) to AUTOMATIC.
10. Press BACK twice and RETURN once to return back to normal mode.

Solution ID TAUS0619208EN* **Solution Usage** 9

Description

Specifications for Memory Upgrade Kits.

Solution

The 7022 is equipped with 32MB of memory embedded on the main CB. The main CB has one additional slot that can accept the following memory module, for a maximum of 288MB:
256MB, MU413 (Item #950257)
Note: Memory is installed on the main CB.

The IP011 will accept the following memory modules, for a maximum of 80MB:
32MB, MU403 (Item #950217)
64MB, MU404 (Item #950218)

The IP422 is shipped with 64MB of base memory and can be upgraded to a maximum of 128MB of RAM. Available memory module is proprietary:
64MB, MU-411 (Item #950249)

Solution ID TAUS0621318EN* **Solution Usage** 9

Description

F52-1 shortly after pressing the START key.

Solution

CAUSE: The optical unit fixing cooling fan (FM3) has failed, resulting in no fan rotation.

SOLUTION: To check the operation of the optical unit fixing cooling fan (FM3), perform the following:
1. Power the copier OFF.
2. Remove the upper right side panel (p/n 26NA-1260) and the ozone filter (p/n 26NA10170), which will allow unrestricted observation of the optical unit fixing cooling fan. Also, remove the upper rear reading cover (p/n 26NA12230), which will allow access to the optical unit fixing cooling fan connector (CN912).
3. Access 47 multimode (power the copier ON, while pressing the 4 and 7 keys). Input code 42, press *01.
4. Press the START key, the optical unit fixing cooling fan should rotate. If the optical unit fixing cooling fan fails to rotate, check the control signal at CN912-1 of the optical unit fixing cooling fan connector. Using a voltmeter (200V DC range), a reading of 24V DC should be observed. Be sure to measure the 24V DC as the same time START/PRINT is pressed. The 24V DC may spike up momentarily then drop back down to 0V DC.
5. If 0V DC is measured, power the copier OFF, disconnect CN912 and then recheck CN912-1 (PRDB side) in the 47 multimode (power the copier ON, while pressing the 4 and 7 keys). Input code 42, press *01, if 24V DC is still not present then reseat all connectors on the PRDB.
6. Repeat steps 1 through 4, if 24V DC is still not present on CN912-1, replace the PRDB (p/n 26TA-9021) and FM3 (optical unit cooling fan) (p/n 26NA-7390) as a set.
7. If 24V DC is measured at any point, but FM3 fails to operate, replace FM3 (optical unit cooling fan) (p/n 26NA-7390).

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7022

Solution ID TAUS0617893EN* **Solution Usage** 8

Description
System Configurator, 7022.

Solution
7022/7130 System Configurator .
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0618432EN* **Solution Usage** 8

Description
How to configure Scan to E-mail.

Solution
In order to utilize Scan to E-mail, the printer must be connected to a network and have a dedicated E-mail server attached. Scan to E-mail can be configured by using the operation panel or simply browsing to the NIC.

To configure Scan to E-mail using the operation panel, perform the following:
1. Press the SCAN/PRINT key for the Printer Mode.
2. Press Setting on the touchscreen.
3. Press 5 for Network Setup. Press OK
4. Press the NEXT and then 9 for E-mail Setup. Press OK.
5. Select (SMTP Server Name) and press OK. Input the IP address or DNS name of the E-mail server and press OK.
6. Select (SMTP Port Number) and press OK. Enter 25 for the port number and press OK.
7. No action is required for (SMTP Access Timeout seconds setting).
8. No action required for (Max Message Size 100 kilobytes).
9. Enter the desired information in the SUBJECT, SENDER, and MESSAGE BODY fields and press OK.
10. Press CANCEL to back out of the configuration mode. At this point a message will be indicated, (NIC Parameters is changed), Press yes, and then enter sysadm for the password and press OK to accept the change.
11. Press the Mode key to return to copy mode.

To configure Scan to E-mail by browsing to the NIC, perform the following:
1. Access the Web utilities using the MAP utility or browse to the address of the IP422 NIC.
2. Select Scanner Setup and the (locate Default SMTP Message Parameters) section.
3. Input the IP address or DNS name of the E-mail server where (SMTP Server IP Address or DNS Name is indicated).
4. Enter 25 where (SMTP Server Port Number) is indicated.
5. No action is required for (SMTP Access Timeout seconds setting).
6. No action required for (Maximum Message Size * 100 kilobytes).
7. In the SCAN TO E-MAIL section, enter an internal E-mail account or E-mail address of the person to be notified when the E-mail is rejected or denied or the name of the machine (Example7130/IP422@konicabt.com) where FROM is indicated.
8. Enter the desired information in the SUBJECT, SENDER, and MESSAGE BODY fields.
9. Enter sysadm for the password and select ACCEPT SETTINGS.

Solution ID TAUS0619116EN* **Solution Usage** 8

Description
Toner on the edges of copies, prints, and received faxes.

Solution
CAUSE: Toner adhering to the transfer guide plate due to a missing electrode spring (p/n 26NA26260).

SOLUTION: Replace the missing electrode spring. The spring makes an electrical connection between the electrode plate (p/n 26NA26250) and the transfer guide plate which is part of the transfer guide plate assembly (p/n 26NA-2610). The spring applies a voltage to the transfer guide plate which prevents toner from adhering to the guide plate.

Solution ID TAUS0620261EN* **Solution Usage** 8

Description
Intermittently, the machine goes dead when the Key-Operator mode is selected on the touchscreen.

Solution
CAUSE: Poor connection of the DCPS cooling fan (FM1) is causing the DCPS to shut down.

SOLUTION: Access the DCPS and reseat CN10. Verify proper operation of the machine.

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Solution ID TAUS0618494EN* **Solution Usage** 7

Description
Will the FK101 function in the 7022?

Solution
There are operational differences between the FK101 and the FK102 which do not allow it to function properly with the 7022. Though most features allow general faxing to take place, there will be features that will not work. It is not recommended to install the FK101 on the 7022.

Solution ID TAUS0619346EN* **Solution Usage** 7

Description
FK102, how to set the machine to print received faxes on 8.5x11 paper only.

Solution
To set the desired reception paper size, perform the following procedure:
1. Press the Help button.
2. On the LCD, press Key Ope.
3. Select Fax when the modes display.
4. Select Tx/Rx Mode Set.
5. Press the down arrow to select Rx Paper Selection.
6. Press Edit to change setting to 8.5x11 Fix.
7. Return to normal operation by selecting Back from the LCD.

Solution ID TAUS0620363EN* **Solution Usage** 7

Description
How to program the tray setting at commencement of search when APS is used.

Solution
To program the tray setting at commencement of search when APS is used, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1. Software SW] on the touchscreen.
4. Select software dipswitch #24 using the left up/down arrow.
5. Select the bit number of the switch using the middle up arrow.
6. Select OFF (0) or ON (1) to program the desired setting.
7. Use the matrix below to input the desired tray setting at commencement of search when APS is used.

DIPSW		TRAY
24-4 to 0	24-5 to 0	Tray 1
24-4 to 1	24-5 to 0	Tray 2
24-4 to 0	24-5 to 1	Tray 3
24-4 to 1	24-5 to 1	Tray 4

8. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0622313EN* **Solution Usage** 7

Description
ISW DATA ERROR 41 when attempting to flash the firmware.

Solution
CAUSE: A printer is attached to LPT1 preventing the ISW utility from sending the file to LPT1.

SOLUTION: Remove the printer (or other device) that is attached to LPT1.

Solution ID TAUS0622728EN* **Solution Usage** 7

Description
The rear quarter of a print or copy is light. The problem is more noticeable on 8.5x11 and 11x17, than on 8.5x11R or legal size prints/copies.

Solution
CAUSE: The machine may be in a humid and dusty environment. The surfaces of the polygon mirror may have a light haze preventing full reflection of the laser beam to the rear portion of the drum.

SOLUTION: Remove the laser unit cover and gently cleaned the polygon mirror using a dry cotton pad.
Note: This should only be performed after eliminating any other potential cause.

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SPECIAL NOTE: Solution provided by Max Coplen, Stuarts, Inc./Monroe.

Solution ID TAUS0627315EN* **Solution Usage** 7

Description
DF314, E89-01 intermittently.

Solution
CAUSE: Failed RADF CB.

SOLUTION: Replace the RADF CB (p/n 13GL-9010), (p/n 13G8-9010) or (p/n 13G8-9011).
Notes:
1. Refer to the ADF serial number, DF Control Board, firmware version and model compatibility matrix .
2. To view any PDFs, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]
3. Refer to following information prior to flashing firmware into the replacement RADF CB.
a. The DF314 CB has been changed in production to allow compatibility with all 4 applicable main bodies (7020/7025/7030/7035).
b. The firmware requirements between the new and old style boards are NOT fully compatible. To confirm proper firmware requirements, please refer to the following information:
-- DF314 firmware version 30 (file name DF314-30p.exe) or higher is compatible with all 4 models (7020, 7025, 7030, 7035) but can only be flashed into a new style DF314 CB.
-- DF314 firmware version 20 (file name DF314-20p.exe) is for the 7035 only; this firmware can only be flashed into an old style DF314 CBs.
-- DF314 firmware versions below 20, currently level 16 (file name DF314-16p.exe) or 17 (file name DF314-17p.exe) are to be used on the 7020, 7025 and 7030 only; this firmware can only be flashed into an old style DF314 CBs.
4. To properly identify DF314 CB types, please refer to the following:
a. New style DF314 CBs have a part number beginning with 13G8-901x printed on the box. If the box is not available, check the ROM label on IC3, label number of 13GL89014 indicates a new style DF314 CB.
b. Old style DF314 CBs have a part number beginning with 13GL-901x printed on the box. If the box is not available, check the ROM label on IC3, label number of 13GL89013 or lower indicates an old style DF314 CB.
c. To confirm the type of DF314 CB on a working DF314 installed on the main body (7020/7025/7025/7035), perform the following:
I. Access the 25 mode (hold down the 2 and 5 keys while powering ON the sub switch (SW2).
II. Select [8. ROM VERSION].
III. The LCD will display all the firmware versions including the peripherals.
IV. If the RADF firmware version, listed in the display, is 20 or below then this would indicate that this DF314 has the old style board installed.
V. If the RADF firmware version, listed in the display, is 30 or above then this would indicate that this DF314 has the new style board installed.
VI. New DF314s with serial number 16GL67021 and above are incorporated with the new style DF314 CB from the factory. Although, these DF314s can use the old style board providing the proper firmware is installed based on the model main body. See information above.
VII. See 7020/7025/7030/7035 Technical Bulletin #6 .
VIII. A 7035 equipped with a DF314 with an old style board flashed to firmware version below 20, currently level 16 or 17, will produce a copy that is stretched (enlarged) from lead-to-trail when scanned through the DF314.
IX. A 7020, 7025 or 7030 equipped with a DF314 with an old style board flashed to firmware version 20 will produce a copy that is compressed (reduced) from lead-to-trail when scanned through the DF314.
X. See DF314 Revision of Rom Notice PDF file .
CAUTION: Flashing the DF314 CB with the incorrect firmware version may permanently damage the DF314 CB.

* Trademark ownership information

Solution ID TAUS0617922EN* **Solution Usage** 6

Description
Dual fax line option (FL102) availability.

Solution
The dual line option kit order number is PCUA 950245. The dual line option must have a separate telephone number assigned to it.

Solution ID TAUS0618173EN* **Solution Usage** 6

Description
How many passwords are available for use in ECM mode?

Solution
This product has up to 128 password accounts available in ECM mode. Each password is up to 5 digits.

Solution ID TAUS0619018EN* **Solution Usage** 6

Description
DF314, not recognized by the main body.

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Solution

CAUSE: The open/close actuator for the RADF open/close detect sensor (PS304) is not properly aligned with the sensor, resulting in the sensor not being properly flagged when the RADF is lowered.

SOLUTION: To check the RADF open/close detect sensor for proper operation, perform the following:
1. Power the copier OFF.
2. Access the 47 mode (power the copier ON, while pressing the 4 and 7 keys), input code 60, press *1*.
3. The state of the RADF open/close detect sensor will be displayed on the touchscreen as IN: OFF with the RADF in the lowered position and should change to IN: ON with the RADF in the raised position. If the state of the RADF open/close detect sensor fails to properly detect the raised or lowered position of the RADF, thoroughly inspect the RADF open/close detect sensor and open/close actuator for proper alignment.
4. Replace the RADF open/close detect sensor (p/n 12QV85510), open/close actuator (p/n 13GL73020), detecting spring (p/n 13GL73030), or open/close part (p/n 13GL73010) as necessary.

Solution ID TAUS0619510EN* **Solution Usage** 6

Description

FK102, the machine keeps ringing without reception or reception starts but soon disconnects.

Solution

CAUSE: The PBX phone system is using a specific ring pattern that is different from PSTN.

SOLUTION: Though this problem is caused by the PBX system issuing a specific ring, the problem is avoidable by changing the reception condition settings. To change the reception condition settings, perform the following:
1. Enter the [Key Operator mode].
2. Select [Fax].
3. Select [Line Parameter Set].
4. Using the [DOWN ARROW] on the touch screen, scroll down until [Number of rings] is highlighted.
5. Using the [EDIT] key, change the setting to (0).
6. Press the [BACK] key.
7. Select [Special Set].
8. Enter the passcode (9272).
9. Select [Function Parameter Setting].
10. Select [Network].
11. [RCV Signal Detect Mode] will be highlighted.
12. Using the [EDIT] key, change the setting to (Time).
13. Using the [DOWN ARROW] on the touch screen, scroll down until [RCV Signal Detect Time] is highlighted.
14. Using the [EDIT] key, change the setting to (6 sec).
15. Power the machine OFF/ON.

Solution ID TAUS0619647EN* **Solution Usage** 6

Description

DF314, after performing paper size detection adjustment, the original size is still not detected correctly.

Solution

CAUSE: Incorrect resistance of VR301 (size detect VR).

SOLUTION: To verify the output of VR301 (size detect VR), perform the following:
1. Access 47 mode (turn the copier ON, while pressing the 4 and 7 keys) input code 60, press star (*) 09.
2. Place 8.5x11 original in the document tray.
3. LCD display should show a value of 217.
4. If unable to show a value of 217, go to the next step. If 217 is displayed in the LCD screen, go to to step 11.
5. Remove the 5 screws located on the bottom of the document tray.
6. Remove the white gear on VR301 (size detect VR).
7. Place 8.5x11 original in the document tray.
8. Rotate the black knob on VR301, until a value of 217 is displayed on the LCD screen.
9. Power machine OFF/ON.
10. Perform the original size detection adjustment.
11. Place an original in the document tray. If the size is still incorrect, perform the paper size detection adjustment as follows:
12. Access the 47 mode (turn the copier ON, while pressing the 4 and 7 keys) output code 69.
13. Place 5.5x8.5R original in the document tray.
14. Press Start button.
15. Press the Stop/Clear button.
16. Press Star (*) button.
17. Press 1 (*) to display .
18. Place 8.5x11 original in the document tray.
19. Press Start button.
20. Press Stop/Clear button.
21. Power machine OFF/ON.

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7022

Solution ID TAUS0621288EN* **Solution Usage** 6

Description
IP units that are compatible with the 7022.

Solution
The 7022 and 7130 are compatible with the IP011, IP422 and IP423.
Note: Previously the IP423 was available only with the 7135. It is now also compatible with the 7022 and 7130.

For models 7022 and 7130, customers have the option of selecting between the IP011 GDI print controller, the IP422 133MHz PCL5e/6 print controller and the IP423 300MHz PCL5e/6 print controller. Since each controller is unique, memory and network related upgrades vary between models and are not cross compatible between the devices. The differences are shown as follows:
IP011 (Item #950228)
KN304 Network Interface Card (Item #950235)

IP422 (w/standard Network Card) (Item #950242)
PS343 Postscript Kit (Item #950243)
MU411 64MB Controller Memory (Item #950249)

IP423 (w/standard Network Card) (Item #950365)
PS345 Postscript Kit (Item #950366)
MU404 64MB Controller Memory (Item #950218)
MU405 128MB Controller Memory (Item #950219)

Both the IP422 and IP423 share the same Hard Drive, the 2GB (HD107) (Item #950258) for all scanning functions (Scan to E-mail, Scan to FTP, and Scan to Hard Drive) as well as for password printing and confidential fax.

Note: The above information only applies to the 7022 and 7130. The IP011 and IP422 print controllers are not recommended for use on the 7135. The IP423 is the only recommended print controller for the 7135.

Solution ID TAUS0621300EN* **Solution Usage** 6

Description
FAILED TO WRITE TO LPT1 message is indicated on the PC when trying to flash the unit.

Solution
CAUSE: The parallel port setting in the PC CMOS is not set to Standard (Normal) or Bi-Direct. It may be set to either ECP or EPP, which will cause a corrupt flash process.

SOLUTION: Verify the parallel port setting and make any changes utilizing the CMOS Setup Utility (refer to the motherboard manual for instructions). To verify the parallel port settings, perform the following:
1. Right-click on My Computer.
2. Click on Properties.
3. Click on Device Manager tab.
4. Click on the [+] symbol to open Ports.
5. Double-click on Printer Port (LPT1) to view the type of port [Manufacturer:].
Note: The parallel port setting procedure differs in each PC. Normally, the parallel port setting is selected in the BIOS settings mode. For details, please refer to the user's manual for the PC.

Solution ID TAUS0621746EN* **Solution Usage** 6

Description
FK102, E86-89 intermittently after receiving a fax. Error indicates the FK102 was waiting for a response from the remote fax.

Solution
PROBABLE CAUSES:
1. Poor phone line conditions. Check phone lines for noise.

2. Main body programming is corrupted. Flash the main body and the FK102 with the latest version firmware.
Note: The latest firmware is available at [[http://www.konicabt.com/konicode/PubBrowser/eproms| URL http://www.konicabt.com/konicode/PubBrowser/eproms]].

Solution ID TAUS0622513EN* **Solution Usage** 6

Description
Light copies and internal test prints.

Solution
CAUSE: Internal arcing within the high voltage casing attached to the right side ADU cover, resulting in loss of transfer current to the T/S corona unit.

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SOLUTION: To check the high voltage casing for signs of arcing, perform the following:
1. Power the copier OFF.
2. Open the ADU cover (p/n 26NA50010).
3. Remover the two (2) screws (p/n 00Z193061), which attach the high voltage casing/A to the ADU cover.
4. Remove one (1) screw (p/n 00Z193061) from the upper shaft holder (p/n 26NA50630), which will allow the claw shaft to be moved and permit removal of the high voltage casing from the ADU cover.
5. Separate casing/B (p/n 26NA50532) from casing/A. Inspect the entire assembly for any signs of arcing. Replace the insulating sheet (p/n 26NA50971), high voltage fixed parts (p/n 26NA50950), high voltage part upper (p/n 26NA50460), or high voltage part assembly (p/n 26NA-5260) as necessary.

Solution ID TAUS0623368EN* **Solution Usage** 6

Description
ADJUSTMENT ERROR 0005 while performing L-detect adjustment.

Solution
CAUSE: The TDS sensor failed.

SOLUTION: Check the TDS sensor at CN25-A2 for 12V DC at the printer driver board. If there is less than 12V DC, disconnect the connector and check the voltage. If it is 12V DC, replace the TDS sensor (p/n 26NA88040).

Solution ID TAUS0624508EN* **Solution Usage** 6

Description
THIS MODE IS UNAVAILABLE FOR THIS SIZE is displayed when trying to copy 8.5x14 or 11x17 originals from the platen glass or RADF.

Solution
CAUSE: On a machine with no finisher installed, rotation and sort have been selected as the output mode.

SOLUTION: To cancel rotation and sort as the output mode, perform the following:
1. Press the [OUTPUT] key.
2. When the Select Output Screen is displayed [Rotation + Sort] will be highlighted. Touch [Rotation + Sort] which will cancel this choice.
3. Touch [OK] on the touchscreen.

Solution ID TAUS0618707EN* **Solution Usage** 5

Description
DF314, jamming and skewing.

Solution
CAUSE: The DF314 is not aligned properly.

SOLUTION: Adjust the height and skew for the DF314. To adjust the height and skew for the DF314, perform the following;
1. Place the DF314 on the main body.
2. Loosen the two screw located on the back side of Hinge/L, so the DF314 lay's flat on the main body.
3. Tighten the two screws on the Hinge/L.
4. On the right front side of the Rear cover locate the Skew adjusting screw.
5. Using a flat blade screw driver, turn the adjusting screw in either direction to aligns the DF314 with the main body.
6. Perform steps 4-5 until proper adjustment is achieved.
7. Lift the Open-close cover assembly.
8. Locate the Adjusting lever/rear inside the Open-close cover assembly to the back left side of the DF314 main body.
9. Locate the Scribe marks behind the Adjusting lever/rear.
10. On the Rear cover of the DF314 locate the Adjustment lever rear notch, located directly above the Hinge/L.
11. Place a Phillips head screw driver into the notch.
12. Watching the Adjusting lever/rear, turn the Phillips head screw driver in either direction until the Adjusting lever/rear is aligned with the center Scribe mark.
13. Perform steps 8-9 until proper adjustment is achieved

SPECIAL NOTE: Solution provided by Bryan Foley, KBT Seattle.

Solution ID TAUS0618762EN* **Solution Usage** 5

Description
How to end the current ECM session and immediately display ENTER E.C.M. PASSWORD on the touchscreen.

Solution
To immediately return the machine to display ENTER E.C.M. PASSCODE when the job is finished, perform the following:
1. Hold the * key and then press the # key.
2. Release both keys together

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3. The display will go back to ENTER E.C.M. PASSCODE.

Solution ID TAUS0618960EN* **Solution Usage** 5

Description
Unable to install the key counter receptacle (p/n U021-0020) due to connector incompatibility with the main body interface harness (CN35).

Solution
CAUSE: Different style of key counter receptacle on the 7022.

SOLUTION: There is a new adapter that allows external key counters to be connected to the new-style connector on the 7022. The new key counter adapter (p/n 1206K0010) is available and can be ordered from Parts.
Note: Konica Minolta is changing the key counter receptacle to the style that is presently on the 7022. All applicable vendors have been notified of this change.

Solution ID TAUS0619412EN* **Solution Usage** 5

Description
FS107, how to set up the FS107 to exit copies, prints and faxes to different trays.

Solution
The exit tray for printing will be selected from the print driver. To program the 7022 to have fax receptions exit into one finisher tray and copy jobs into a different finisher tray, perform the following:
1. From the copier mode, press the HELP (?) button, located to the right of the touchscreen.
2. From the touchscreen, select Key-Ope mode.
3. Enter a Key Operator passcode if applicable.
4. Select [1. System/Copier].
5. Select [2. Copier Initial].
6. Select [5. Output].
7. Select (highlight) the desired exit tray to be used for fax receptions press OK.
8. Press RETURN to return back to the System/Copier setting menu.
9. Press the down arrow to scroll to the next System/Copier setting menu screen.
10. Select [12. Memory SW].
11. Press the arrows, in the lower left corner, and scroll to page 3/3 of the memory switches.
12. Press the down arrow on the right side and highlight Job Memory Recall.
13. Press EDIT to change the Job Memory Recall setting to ON.
14. Press RETURN three times to return back to normal copy mode.
15. Press the OUTPUT button located to the right of the touchscreen.
16. Select (highlight) the desired exit tray to be used as the default for copy jobs and press OK.
17. Press the APPLICATION button located to the right of the touchscreen.
18. From the APPLICATION screen, select JOB MEMORY located in the top right corner.
19. Press ENTRY located at the bottom of the job memory screen.
20. A CHECK MODE screen should now appear, verify that these setting are acceptable as copier default and press OK. If settings are not acceptable, return back to normal copy mode and change settings as desired and then continue programming starting at step 15.
21. From the job memory screen, press the down arrow and scroll to job memory #15.
22. Select (highlight) #15 and press OK.
23. Enter a name of your choice and press OK.
24. Press OK to return back to normal copy mode.

Note: To summarize, programming the 7022 in this manner forces the copier to automatically recall job memory #15 when it initializes and auto-resets. All fax receptions will ignore job memory recall and only react to what's programmed into Key Operator mode/ copier initial settings.

Solution ID TAUS0619472EN* **Solution Usage** 5

Description
F51-4 during fax reception.

Solution
CAUSE: This problem has been identified with 7022 image firmware level 10.

SOLUTION: Upgrade the 7022 image firmware to the latest level.

Solution ID TAUS0619536EN* **Solution Usage** 5

Description
How to copy or print onto envelopes.

Solution
Envelopes are not included in the engineering specifications of this machine. Konica does not recommend copying or printing onto envelopes with a 7022.

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Konica does recommend the following special paper:
Transparency film
Labels
Hole punch
Rag content
Note: These special papers must only be fed from the multi-sheet bypass tray.

Solution ID TAUS0619755EN* **Solution Usage** 5

Description
FK102, how to program the machine so that the FAX screen is displayed at power up.

Solution
To program the machine so that the FAX screen is displayed at power up, perform the following:
1. Select copy mode and press the help key.
2. Select Key-Ope Mode.
3. Enter 4 digit key operator password (if necessary).
4. Select FAX.
5. Select Fax screen set
6. Using the up/down arrows, scroll down until Fax screen first is highlighted.
7. Press edit on the touchscreen unit ON is selected.
8. Power the machine OFF/ON.

Solution ID TAUS0619951EN* **Solution Usage** 5

Description
Gray line at the rear of the copy occurring in the lead to trail direction when using RADF mode.

Solution
CAUSE: RADF Centering Adjustment is not adjusted properly.

SOLUTION: To adjust the RADF Centering Adjustment, perform the following:
1. Enter 36 mode (turn the machine ON, while pressing the 3 and 6 keys).
2. Select '2) Timing Adjustment'.
3. Press 'Previous' in the lower, left corner of the LCD until 'Centering Adjustment (RADF single side)' is displayed.
4. Lower the current value of the setting, press 'Set' and verify operation.
5. If the line is still showing, the adjustment should be lowered further. Press * and # at the same time to return to the adjustment setting screen.
6. Once the single sided adjustment has been achieved, ensure that the Centering Adjustment for double side copies is performed.

Solution ID TAUS0620201EN* **Solution Usage** 5

Description
DF314, WRITE ERROR message displayed on the touchscreen after flashing the RADF.

Solution
CAUSE: Software dipswitch 23-6 (DF314 ISW write protection) is set to a 0 in the 25 mode.

SOLUTION: To change software dipswitch 23-6 to a 1, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Select [1. SOFTWARE SW].
4. Using the up/down arrows, scroll to software switch 23-6.
5. Select ON.
6. Power the copier OFF/ON to return to normal copy mode.

Solution ID TAUS0620525EN* **Solution Usage** 5

Description
F34-2 is displayed during warm up and will not clear.

Solution
CAUSE: TH2 has failed causing dipswitch 3, bit 1 to turn ON (1). After turning this dipswitch OFF (0), the machine will attempt to warm up but will code F34-2.

SOLUTION: Replace TH2 (fixing temperature sensor 2) (p/n 26NA88011).
Note: TH2 and TH1 come as an assembly.

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Solution ID TAUS0620969EN* **Solution Usage** 5

Description
J11, J12, J13, or J14 and noise when feeding paper.

Solution
CAUSE: One or more paper feed gears in the driving unit may be damaged.

SOLUTION: Closely inspect the drive unit while paper is feeding to determine the damaged gear(s). Inspect the paper feed gear (p/n 26NA16310), paper feed coupling gear/B (p/n 26NA17490), and paper feed coupling gear/A (p/n 26NA17480). Replace parts as needed.

Solution ID TAUS0621415EN* **Solution Usage** 5

Description
Developer spewing from the developer unit.

Solution
CAUSE: The drum counter has not been reset after replacing the drum.

SOLUTION: Ensure that the drum is replaced every 200,000 copies or prints, and that the drum counter is reset each time the drum is replaced. To reset the drum counter perform the following:
1. Access the 36 mode (power the copier ON, while pressing the 3 and 6 keys).
2. Select Counter clear.
3. Select Drum counter.
4. Select YES.
5. Power the copier OFF/ON to return to normal copy mode.

Solution ID TAUS0624164EN* **Solution Usage** 5

Description
How to copy a two sided, small size original (i.e., check, insurance card, identification card, etc.) onto the same side of a copy.

Solution
To copy a two sided, small size original onto a one side copy, perform the following:
1. Press the Application button.
2. Select Combination and 2 to 1, then press OK
3. The application selection screen should be displayed again, this time select Store Mode and then press OK.
4. Place your two side original on the upper left side of the platen and close the RADF.
5. Select the paper you want on it and any other adjustment you need including the Resolution (change it from the default of 64% to 100%).
6. Press Scan on the LCD (upper right side of the LCD). When optics finish scanning, open the RADF and turn over original and place it in the upper left side of the platen and press Scan on the LCD again.
7. When done with originals, press the Start/Print button.

Solution ID TAUS0625788EN* **Solution Usage** 5

Description
Intermittent jamming, popping noises, and premature wear of the paper feed gears.

Solution
CAUSE: Loose or bent shaft on the upper tray driving auxiliary panel/r assembly (item A on page 16 of the 7022/7130 (3/2002) parts catalog) or lower tray driving auxiliary panel L/C assembly (page 18 of the 7022/7130 (3/2003) parts catalog).

SOLUTION: Replace the (upper tray) driving auxiliary panel/r assembly (p/n 26NA-1030) and any worn paper feed gears or (lower tray) driving auxiliary panel L/C assembly (p/n 26NA-1040) and any worn paper feed gears.

Solution ID TAUS0626128EN* **Solution Usage** 5

Description
PLEASE LOAD A4 PAPER when an 8.5x11 inch original is placed on the glass or in the RADF.

Solution
CAUSE: Dipswitches 5-0 and 5-1 (destination switchover) are incorrectly set.

SOLUTION: Set the dipswitches for USA destination. To set for USA destination, perform the following:
1. Access the 25 mode (power the machine ON while holding down on the 2 and 5 keys).
2. Select [1] Software DIP SW.
3. Select DIP SW5 using the up/down button at the left.
4. Select bit 0 using the up/down on the right.

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5. Select 1 [ON].
6. Select bit 1 using the up/down on the right.
7. Select 0 [OFF].
8. Press the PREVIOUS SCREEN button to return to the 25 mode.
9. Power the machine OFF/ON to exit the 25 mode.

Solution ID TAUS0619236EN* **Solution Usage** 4

Description

FK102, how to allocate memory for the fax option.

Solution

To allocate memory for the fax option, perform the following:
1. Press the Help key.
2. Select Key Operator Mode.
3. Select Fax.
4. Select Special Set.
5. Enter the 4 digit password (9272) and press OK.
6. Select Fax File Format.
7. Use the UP or DOWN arrows to select the desired amount of memory for the fax file size.
8. Select Format, and then confirm your selection by pressing YES (the screen will go blank and the machine will restart while the new fax file size is formatted).

Notes:
   a. Machines that are equipped with the standard 32MB of ERDH memory have a maximum fax file size of 4MB.
   b. Machines that have been upgraded to have 64MB of expanded ERDH memory have maximum fax file size of 16MB.
   c. Machines equipped with the FL102 dual line fax option have a maximum fax file size of 5.6MB.

Solution ID TAUS0620146EN* **Solution Usage** 4

Description

DF314, error code E89-2.

Solution

CAUSE: Broken wire in the DF314 optic wiring harness.

SOLUTION: Replace the optics wiring harness (p/n 26WA90090).

Solution ID TAUS0621040EN* **Solution Usage** 4

Description

Can the default scan file format be changed from TIFF to PDF?

Solution

CAUSE: This feature was added with special firmware version 13-CHT1.

SOLUTION: Upgrade main body control firmware to version 13-CHT1 (or later), and in the key operator mode change the file format to the desired setting (PDF or TIFF). To change the default file format in the key operator mode, perform the following:
1. Select copy mode and press the help key.
2. Select Key-Ope Mode.
3. Enter 4 digit key operator password (if necessary).
4. Select Printer.
5. Using the up and down arrows scroll until File Format Default is highlighted.
6. Press Edit until the desired format (PDF or TIFF) is selected.
7. Press Return to go back to Copy Mode.
8. Ensure that 25 mode DIP Switch 28-0 is set to 1.

Notes:
   a. The latest firmware is available on the [[Konica Minolta FTP site| URL ftp://kbtdigital:kx15@ftp.konicabt.com]].
   b. Software Dip Switch 28-0 must be enabled for the file format setting to remain.

Solution ID TAUS0626022EN* **Solution Usage** 4

Description

How to route PC-FAX documents received by the machine automatically to an email addresses list.

Solution

Automatic email of received (incoming) PC-FAX documents is not available on this machine.

As a workaround, on machines equipped with an IP hard drive, PC-FAX documents are stored by default in box 0000 on the IP unit hard drive. Using third

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party software, these documents can then be emailed after they are downloaded to a workstation in a semi-automatic or fully automatic mode.

Semi-automatic (user interaction required) email forwarding can be accomplished using Konica Minolta ScanTrip*. The documents can be polled automatically (and simultaneously deleted) from the IP unit hard drive to a workstation using ScanTrip then forwarded by a user to email recipients.

Automatic email forwarding can be accomplished using Konica Minolta DocuBreeze*. The documents can be polled (and simultaneously deleted) from the IP unit hard drive to a workstation then passed onto the users email by DocuBreeze to be forwarded to email recipients (provided Docubreeze is configured to perform this action).

* Trademark ownership information

Solution ID TAUS0601085EN* **Solution Usage** 3

Description
Part numbers for the optional external key counter.

Solution
The following are the part numbers for the optional external key counter:
Key counter (p/n U181-1010)
Receptacle (p/n U021-0020)
Wiring Adapter (p/n 1206K0010)

Solution ID TAUS0609450EN* **Solution Usage** 3

Description
The machine goes dead when the Key Operator Mode is selected on the touchscreen.

Solution
CAUSE: A failed DCPS is resulting in a loss of output when the Key Operator Mode is entered.

SOLUTION: Reseat all connectors on the DCPS as an initial step. If the problem is still experienced after reseating all the connectors on the DCPS, the DCPS (p/n 26NA84511) should be replaced.

Solution ID TAUS0617910EN* **Solution Usage** 3

Description
How to print ECM data list.

Solution
To print ECM data, perform the following:
1. Press the Help [?] to enter Key Operator mode.
2. Press the Key-Ope Mode button on the touchscreen.
3. Enter the Key Operator password and then press OK.
4. Press 1. System/copier.
5. Press the down arrow in the lower left hand corner of the touchscreen.
6. Press 13. List Print on the touchscreen.
7. Press User Setting List on the touchscreen.

Note: Page 4 on the user data list shows the ECM for copies and faxes when enabled under ECM setup.

8. Press Cancel.
9. Press Return twice to return to standby mode.

Solution ID TAUS0618697EN* **Solution Usage** 3

Description
Poor copy quality, out of focus, or lines on copies after machine has been moved.

Solution
CAUSE: The 1st V-mirror locking screw was not installed before machine transportation causing damage to the V-mirror assembly.

SOLUTION: Install the 1st V-mirror locking screw before machine transportation. Repair or replace any damaged parts to the 1st V-mirror.
NOTE: Locking screws or locking brackets can not be ordered as a part. It is critical to save these locking screws and brackets at machine set up.
SPECIAL NOTE: Solution provided by Bryan Foley, KBT Seattle.

Solution ID TAUS0619059EN* **Solution Usage** 3

Description
F-0-0 code at power up.

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Solution

CAUSE: The memory is corrupt caused by a power surge to the copier, or while flashing the main body firmware.

SOLUTION: Set the machine to factory settings. To set the machine to factory settings, perform the following.
1. Turn the machine OFF.
2. Enter the 47 mode (turn the machine ON, while pressing the 4 and 7 keys), output code 93.
3. Power the machine ON/OFF to exit the 47 mode.

Solution ID TAUS0619102EN* **Solution Usage** 3

Description

FS107, REMOVE COPIES FROM FINISHER TRAY THEN PRESS START message will not clear.

Solution

CAUSE: One or more of the 6-paper exit detect actuators is bound/hung-up in the actuated position and is constantly activating the paper exit detect sensor (PS703).

SOLUTION: To check the operation of the 6-paper exit detect actuators, perform the following:
1. Power the copier OFF.
2. Access the 47 mode (power the copier ON, while pressing the 4 and 7 keys).
3. Enter output code 70, *-005-* (finisher tray up/down motor).
4. Press the START button, the trays will rise up.
5. Press the STOP/CLEAR button after the top tray has been raised approximately 2 inches above the 6 paper exit actuators.
6. Enter input code 70, *-002-*, (PS703).
7. The status of the exit detect sensor (PS703) will be displayed in the dark blue band of the touchscreen and should be in the ON state and toggle to OFF when any of the 6 paper exit actuators are actuated. Repair or replace the paper exit detect actuators (p/n 13GQ48260) as necessary and ensure that they move freely.

Note: PS703 is normally OFF (actuated) when the FS107 is in the idle state but it must be able to change to ON (not actuated) when the FS107 initializes.

Solution ID TAUS0619183EN* **Solution Usage** 3

Description

DF314, when an 8.5x11 original is inserted into the RADF, 'Original Size' message appears on the screen.

Solution

CAUSE: The machine destination was not set for USA.

SOLUTION: To set the destination for USA, perform the following:
1. Power the machine OFF.
2. Enter the 25 mode, (turn the machine ON, while pressing the 2 and 5 keys).
3. Select 1: Software Switch Setting.
4. Use the arrows on the LCD to select dipswitch 5-0.
5. Touch the ON key on the LCD to change the data to 1.
6. Use the arrows on the LCD to select dipswitch 5-1.
7. Touch the OFF key on the LCD to change the data to 0.
8. Press the RETURN key.
9. Power the OFF/ON to exit the 25 mode.

Solution ID TAUS0619324EN* **Solution Usage** 3

Description

LOAD 8.5x11 and 8.5x11R displayed when trying to copy. All trays contain 8.5x11 paper only.

Solution

CAUSE: Auto-rotation is enabled as the output mode.

SOLUTION: Deselect auto-rotation by performing the following:
1. Press the OUTPUT button on the operation panel.
2. On the LCD screen, press the darken Auto-Rotation to deselect that function.
3. Press Auto Reset to return to copy mode.

Solution ID TAUS0619342EN* **Solution Usage** 3

Description

In APPLICATIONS mode, Sheet Cover Insertion and Transparency are grayed out.

Solution

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CAUSE: The machine's memory is corrupt and needs to be initialized in the 47 mode.

SOLUTION: To initialize the machine, perform the following:
1. Access the 47 mode (power the machine ON while holding down on the 4 and 7 keys), output code 93.
2. Power the machine OFF/ON to exit the 47 mode.

Solution ID TAUS0619625EN* **Solution Usage** 3

Description
With the DF314 connected, the machine will not come ON.

Solution
CAUSE: The printer driver board failed.

SOLUTION: To check the DF314, perform the following:
1. Power the machine OFF. Disconnect the DF314 from the main body.
2. Power the machine ON. If the machines comes ON, replace the PRDB (p/n 26TA-9021).

Solution ID TAUS0619803EN* **Solution Usage** 3

Description
Operation panel is locked-up.

Solution
CAUSE: Either one or more of the operation panel or fax one-touch buttons, on the installed FK102 20 button operation panel, is stuck in the down position. This will lock up the complete operation panel including the LCD touchscreen.

SOLUTION: Repair the stuck operation panel or fax one-touch button(s) on the FK102 20 button operation panel.
Note: Any operation button or Key that is stuck in the down position will also prevent access to 25, 36, 47 or Key Operator modes.

Solution ID TAUS0620731EN* **Solution Usage** 3

Description
DF314, display continuously changing between 'PLEASE LOAD 8.5x11' and 'PLEASE LOAD 11x17' paper sizes. The operation panel also appears to be locked up when an 8.5x11 paper is placed in the feed tray.

Solution
CAUSE: The lighting above the DF314 is adversely affecting the operation of PS306 (original detect PS), which is used to detect 11x17 originals.

SOLUTION: Relocate the machine to a place where the lighting is more stable.

Solution ID TAUS0621079EN* **Solution Usage** 3

Description
FK102A, compatibility.

Solution
The FK102A is not compatible with the model 7022. The 7022 uses the FK102 (Item #950244).

Solution ID TAUS0621667EN* **Solution Usage** 3

Description
DF314, code J63-02 with paper jamming at the exit of DF314.

Solution
CAUSE: The paper exit detecting spring has weakened and does not allow exit actuator/2 to properly flag PS303 (original exit photosensor).

SOLUTION: Replace the paper exit detecting spring (p/n 13GL46680) as needed.
SPECIAL NOTE: Solution provided by Bill England, Albin Business Centers.

Solution ID TAUS0622073EN* **Solution Usage** 3

Description
FK102, intermittently, half the header at the top of a received fax, which identifies the sender, their fax number, the date and time, is cut off.

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Solution

CAUSE: Flash firmware requires an update.

SOLUTION: Update the fax firmware to a minimum of level 14.
Notes:
1. The latest firmware is available at [[http://www.konicabt.com/konicode/PubBrowser/eproms| URL http://www.konicabt.com/konicode/PubBrowser/eproms]].
2. 7022 system control version 14.0, image processing version 13.0 firmware enhancement list in Adobe* Acrobat* format.

Solution ID TAUS0622476EN* **Solution Usage** 3

Description

F28-3 during copy process.

Solution

CAUSE: Failed High Voltage Power Supply (HVPS).

SOLUTION: Replace the High Voltage Power Supply (p/n 26NA84011).
Note: Before replacing the High Voltage Power Supply, ensure that the T/S corona and the high voltage casing exhibit no signs of arcing.

Solution ID TAUS0622719EN* **Solution Usage** 3

Description

COPYING IN PROGRESS message is continually displayed and the control panel is locked up, after outputting a job using the watermark, stamp, date/time, and numbering features.

Solution

This problem has been reviewed by the Engineering Department and found to be a firmware bug. Corrective measures are expected to be implemented in the next mass production firmware release. As an interim solution flash the machine with control version 26wec014cis0p.exe, which is available on the Konica FTP site.

Solution ID TAUS0623162EN* **Solution Usage** 3

Description

An almost blank LCD due to the backlight for the display being OFF.

Solution

CAUSE: A failed indication lighting board. This board is called the display inverter on the overall wiring diagram.

SOLUTION: Replace the indication lighting board (p/n 55FA83520).

Solution ID TAUS0623504EN* **Solution Usage** 3

Description

FK102, unable to send or receive faxes on line 2.

Solution

CAUSE: FL102 has not been installed in the FK102.

SOLUTION: Order and install the FL102 (PCUA 950245) after verifying that the FL102 kit has not been installed.

Solution ID TAUS0623690EN* **Solution Usage** 3

Description

The paper size detection dials are not registering the correct paper sizes on the operation panel.

Solution

CAUSE: Corrupt data in the NOVRAM.

SOLUTION: Reinitialize the NOVRAM. To reinitialize the NOVRAM, perform the following:
1. Enter the 25 mode (power the machine ON, while pressing the 2 and 5 keys).
2. Select Software SW.
3. Using the up/down arrows, scroll to address 3-4 (All Memory Reset).
4. Select OFF.
5. Power the machine OFF.
6. Enter the 47 mode (turn the machine ON, while pressing the 4 and 7 keys).
7. Enter 9, 2, press the START key and then the STOP/CLEAR key.
8. Enter 0, 9, 6, press the START key and then the STOP/CLEAR key.

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9. Enter 0, 9, 3, and press the START key.
10. Power the machine OFF/ON.

Solution ID TAUS0624314EN* **Solution Usage** 3

Description
Paper feed jamming (J11, J12, J13, J14, or J16).

Solution
CAUSE: The double feed preventative roller has failed.

SOLUTION: Install the new style DFPR (p/n SE95-3900).
Notes:
1. See 7020/7022/7025/7030/7035/7130/7135 Technical Bulletin #16 for details.
2. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0624427EN* **Solution Usage** 3

Description
J30 occurs during copy mode.

Solution
CAUSE: Incorrect loop timing.

SOLUTION: To adjust the paper feed loop, perform the following:
1. Access the 36 mode (power the copier ON while pressing the 3 and 6 keys).
2. Press [2. Timing adj.].
3. Press [3. Paper loop adj.].
4. Press [NEXT] to select the Tray to be adjusted.
5. The current loop data will be displayed in the upper left corner. Enter the new data and press [SET].
6. Power the copier OFF/ON to exit the 36 mode.

Solution ID TAUS0625966EN* **Solution Usage** 3

Description
How to update the main body firmware if the laptop does not have a parallel connection.

Solution
Newer laptops typically do not have a parallel connection which is required to update the firmware of the main body. A PCMCIA to Parallel converter will allow the laptop to communicate with the main body. LPT3 is used for the update procedure as viewed in the ISWTrns utility communication setup. The PCMCIA to Parallel converter can be purchased either locally or on the Internet. The cost can range anywhere from $95.00 to $165.00. The most widely-used card is the Quatech* SPP-100.
Notes:
1. Konica Minolta does not support the PCMCIA-parallel adapter or make any recommendation as to the purchase.
2. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0629445EN* **Solution Usage** 3

Description
The red light for the fax stays ON.

Solution
CAUSE: The firmware failed.

SOLUTION: Reflash the machine to the latest level firmware.

Solution ID TAUS0643087EN* **Solution Usage** 3

Description
The paper size detection dial for Tray 2 only is not registering the correct paper sizes on the operation panel.

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Solution

CAUSE: The Destination switch is not set for USA.

SOLUTION: To set the destination switch for USA, perform the following:
1. Access the 25 mode (power the machine ON while holding down on the 2 and 5 keys).
2. Press 1 on the touch screen (Software SW).
3. Scroll to switch 5-0 using the arrow keys on the touch pad.
4. Press the ON button to change the data to a 1.
5. Scroll to switch 5-1 using the arrow keys on the touch pad.
6. Press the OFF button to change the data to a 0.
7. Press the PREVIOUS SCREEN button to return to the 25 mode.
8. Power the machine OFF/ON to exit the 25 mode.

Solution ID TAUS0603894EN* **Solution Usage** 2

Description

Shadows around the edges of Booklet mode copies.

Solution

CAUSE: The RADF Centering adjustment is incorrect.

SOLUTION: To adjust the RADF Centering, perform the following:
1. Access the 36 mode (power OFF/ON while holding the 3 and the 6 keys).
2. Press [9. RADF adj.].
3. Press [4. Centering adj.].
4. Centering adj. (RADF/1side) will be displayed.
5. Ranges are from -53 to +53.
6. Enter desired value.
7. Press [SET].
8. Press [COPY].
9. Make a test copy.
10. Press [*] and then [#] to return to the adjustment screen.
11. Repeat steps 7 through 12 until desired adjustment.
12. Power OFF/ON to return to the normal copy mode.

If still experiencing shadows around the edges of the copies, adjusting the RADF fame erasure may assist in removing the shadows. To adjust the RADF frame erasure, perform the following:
1. Access the Key operator mode (hold down the help key at power on).
2. Press [1. System/Copier].
3. Press [12. Memory SW].
4. On right hand side of display use the down arrow to scroll to RADF frame erasure.
5. Press [EDIT] to change RADF frame erasure amount (none to 5mm).
6. Power OFF/ON, to return to normal copy mode.

Solution ID TAUS0617517EN* **Solution Usage** 2

Description

PLEASE LOAD 8.5X14 PAPER message with print jobs using 8.5x14 paper.

Solution

CAUSE: ATS/APS is disabled for the tray containing 8.5x14 paper.

SOLUTION: To enable ATS/APS for the tray containing 8.5x14 paper, perform the following:
1. Power the copier ON.
2. Press the [HELP] key.
3. Touch [Key-Ope mode] on the touchscreen.
4. Touch [1. System/copier] on the touchscreen.
5. Touch the down-arrow located on the lower left corner of the touchscreen.
6. Touch [12. Memory SW] on the touchscreen.
7. Touch the down-arrow located on the right side of the touchscreen five (5) times [Auto tray switch] will be highlighted. Repeatedly, touch [EDIT] until [ON] is displayed as the setting selection.
8. Touch the down-arrow on the right side of the touchscreen three (3) times [ATS/APS (Bypass)] will be highlighted. Repeatedly, touch [EDIT] until the setting selection displayed is [ON] (ATS/APS enabled for the bypass), or [OFF] (ATS/APS disabled for the bypass) as desired by the customer.
9. Touch the down-arrow on the right side of the touchscreen [ATS/APS SW(Tray 1)] will be highlighted. Repeatedly, touch [EDIT] until the setting selection displayed is [ON] (ATS/APS enabled for Tray 1), or [OFF] (ATS/APS disabled for Tray 1) as desired by the customer.
10. Touch the down-arrow on the right side of the touchscreen [ATS/APS SW(Tray 2)] will be highlighted. Repeatedly, touch [EDIT] until the setting selection displayed is [ON] (ATS/APS enabled for Tray 2), or [OFF] (ATS/APS disabled for Tray 2) as desired by the customer.
11. Touch the down-arrow on the right side of the touchscreen [ATS/APS SW(Tray 3)] will be highlighted. Repeatedly, touch [EDIT] until the setting selection displayed is [ON] (ATS/APS enabled for Tray 3), or [OFF] (ATS/APS disabled for Tray 3) as desired by the customer.
12. Touch the down-arrow on the right side of the touchscreen [ATS/APS SW(Tray 4)] will be highlighted. Repeatedly, touch [EDIT] until the setting selection displayed is [ON] (ATS/APS enabled for Tray 4), or [OFF] (ATS/APS disabled for Tray 4) as desired by the customer.

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13. Touch [RETURN] three (3) times to return to the normal copy mode.

Solution ID TAUS0617840EN* **Solution Usage** 2

Description
With the 1:2 copy mode selected, using 8.5x11R originals that are printed onto 8.5x11 paper (using auto-rotation), the rear side is upside-down.

Solution
CAUSE: Second side orientation needs to be changed.

SOLUTION: To orient side 2, perform the following:
1. With the machine powered ON and in a ready state, press the APPLICATIONS key.
2. Touch [SPECIAL ORIGINAL] on the touchscreen.
3. Select the appropriate orientation, NORMAL, 1-2 Upside Down or 2-1 Upside Down and press OK.

Solution ID TAUS0617901EN* **Solution Usage** 2

Description
Power requirements, 7022.

Solution
Voltage: 115V AC ñ 10%, dedicated line recommended
Current: 15A
Frequency: 60 Hz ñ 2.5Hz
Grounding: Isolation recommended
Termination: NEMA Type 5-15R receptacle (125V AC, 2-pole, 3-wire, grounded).
Note: A dedicated AC line with an isolated ground is strongly recommended. A dedicated line mandates the exclusive use of an electrical branch circuit where the receptacle grounding terminal is grounded by an insulated grounding conductor that is isolated from the receptacle mounting hardware (per National Electrical code, article 250-74, exception no. 4).

Solution ID TAUS0617908EN* **Solution Usage** 2

Description
How to reset an F34, F35, or F36 code.

Solution
To clear the code, perform the following:
1. Turn the machine OFF.
2. Enter the 25 mode, (turn the machine ON, while pressing the 2 and 5 keys).
3. Select 1: Software Switch Setting.
4. Use the arrows on the LCD to select dipswitch 3-1.
5. Touch the OFF key on the LCD to change the data to 0.
6. Press RETURN.
7. Power the machine OFF/ON to exit the 25 mode.

Solution ID TAUS0618500EN* **Solution Usage** 2

Description
Erratic image formation after installing additional memory on the main control board.

Solution
CAUSE: The memory being used is double-sided 256MB memory.

SOLUTION: Due to the configuration of the control board, it will allow operation with single-sided 256MB memory only. It is recommended to install the MU413 (PCUA 950257).

Solution ID TAUS0618737EN* **Solution Usage** 2

Description
On a printer with a key counter, unable to print without installing the key counter into the receptacle.

Solution
To enable printing without a key counter inserted in the key counter receptacle, perform the following:
1. With the machine powered ON in a ready state, press the [HELP] key.
2. Touch [Key-Ope mode] at the bottom left of the touchscreen.
3. Touch [Printer] on the touchscreen.
4. Touch the down-arrow on the right side of the touchscreen, [PRINT W/O key count] will be highlighted on the touchscreen.

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5. Touch [EDIT] until [Valid] is displayed as setting choice.
6. Touch [RETURN] two (2) times to return to the normal mode.

Solution ID TAUS0618739EN* **Solution Usage** 2

Description
On a printer with a key counter, unable to scan without installing the key counter into the receptacle.

Solution
To enable scanning when an external key counter is not inserted into the key counter receptacle, perform the following:
1. With the machine powered ON in a ready state, press the [HELP] key.
2. Touch [Key-Ope mode] at the bottom left of the touchscreen.
3. Touch [Printer] on the touchscreen.
4. Repeatedly, touch the down-arrow on the right side of the touchscreen until [SCAN W/O key count] is highlighted.
5. Touch [EDIT] until [Valid] is displayed as setting choice.
6. Touch [RETURN] two (2) times to return to the normal mode.

Solution ID TAUS0618742EN* **Solution Usage** 2

Description
How to program auto reset timer.

Solution
To program the auto reset timer, perform the following:
1. Power the copier OFF.
2. Access the Key Operator Mode (power the copier ON, while pressing the HELP key).
3. Touch [1. System/copier] on the touchscreen.
4. Touch the down-arrow located on the lower left corner of the touchscreen.
5. Touch [12. Memory SW] on the touchscreen, AUTO RESET TIMER will be highlighted.
6. Repeatedly, touch [EDIT] on the touchscreen until the desired setting is displayed. The available choices are: OFF, 30, 90, 120, 150, 180, 210, 240, 270, or 300 seconds.
7. Power the machine OFF/ON to exit the Key Operator Mode.

Solution ID TAUS0619067EN* **Solution Usage** 2

Description
Can 7020/7030 series toner be used in the 7022?

Solution
The 7022 uses a special polymerized toner and developer that is not compatible with 7020/7025/7030/7035 toner and developer. The 7022/7130 toner bottle is keyed differently to prevent inadvertent installation.

Solution ID TAUS0619138EN* **Solution Usage** 2

Description
Excessive noise from the write unit polygon motor.

Solution
CAUSE: Polygon motor is operating for 2 minutes after exit of last copy.

SOLUTION: The polygon motor can be shut off after 15 seconds from paper exit. This action should be taken if customer is complaining about noise. To shut off the polygon motor after 15 seconds from paper exit, perform the following:
1. Power the copier OFF.
2. Access the 25 mode, (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1. Software SW] on the touchscreen.
4. Scroll to dipswitch 6-4 and set to (0).
5. Scroll to dipswitch 6-5 and set to (0). The machine will now enter polygon motor pre-rotation selection 15 seconds after the copy has exited the machine.
6. Scroll to dipswitch 6-6 and set to (0).
7. Scroll to dipswitch 6-7 and set to (1). The polygon motor will now stop when the machine enters the pre-rotation mode.
8. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0619143EN* **Solution Usage** 2

Description
Non-image area erase will not adjust to NORMAL in 36 mode.

Solution

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CAUSE: The unit is in a high ambient light environment.

SOLUTION: The 7022 will have to be moved to a different location or the lights above the 7022 may need to be dimmed.

Solution ID TAUS0619248EN* **Solution Usage** 2

Description
FK102, how to enable/disable the printing of the error code on the fax transmission report.

Solution
To enable/disable the diagnostic code, perform the following:
1. While in copy mode, press the HELP button.
2. In the lower left corner of the LCD, press Key-Ope Mode.
3. Press 2. FAX.
4. Press Special Set.
5. Enter 9272 as the password.
6. Press Function Parameter Setting.
7. Press List Output Mode.
8. Select Diagnostic Code Journal. Press Edit to change setting to ON/OFF.
9. Press Back until copy mode is displayed.

Solution ID TAUS0619438EN* **Solution Usage** 2

Description
PLEASE ADD TONER message is displayed and the toner bottle has been replaced.

Solution
CAUSE: Toner is not supplied from the toner bottle within a set time.

SOLUTION: Increase the toner judgment time in the 25 mode. To increase the toner judgment time, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Select [1. SOFTWARE SW].
4. Using the up/down arrows, scroll to software switch 5-2 and 5-3.
5. Choose the desired setting:

DIPSWITCH SETTING		Judgment time
5-2=0	5-3=0	105 seconds (default)
5-2=1	5-3=0	210 seconds
5-2=0	5-3=1	315 seconds

6. Power the machine OFF/ON to exit the 25 mode.

Solution ID TAUS0619783EN* **Solution Usage** 2

Description
What scan mode file types are supported by the 7022 and IP422?

Solution
Scan to Hard Drive, Scan to FTP, and Scan to E-mail all support TIFF and Adobe* Acrobat* PDF formats.

* Trademark ownership information

Solution ID TAUS0619974EN* **Solution Usage** 2

Description
FK102, how to disable the Yes/No message for the TCR when sending a fax.

Solution
To disable the TCR message Yes/No to print, perform the following:
1. Press ? (HELP) button.
2. Press Key-Ope button on the touchscreen.
3. Enter key operator passcode, if required.
4. Press FAX button on the touchscreen .
5. Press Report Output Set
6. Press the left side bottom down arrow once.
7. Press the right side down arrow twice, till you see Tx results report select ON.
8. Press Edit to OFF.
7. Press Back button twice.
8. Press Return.

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Solution ID TAUS0620036EN* **Solution Usage** 2

Description
In BOOK COPY MODE the optics goes all the way to the right and slams against the frame.

Solution
CAUSE: The machine was not set to factory specifications.

SOLUTION: To restore to factory settings, perform the following:
1. Access the 47 mode (power the machine ON while holding down on the 4 and 7 keys), output code 93.
2. Press the start button.
3. Power the machine OFF/ON to exit the 47 mode.

Solution ID TAUS0620547EN* **Solution Usage** 2

Description
Fusing unit interchangeability.

Solution
The fusing unit for the 7022 (p/n 26WE-5300) is compatible with the 7130. The fusing unit for the 7020, 7025, 7030 and 7035 (p/n 26NE-5300) is not compatible.

Solution ID TAUS0621221EN* **Solution Usage** 2

Description
Charge corona interchangeability with other model machines.

Solution
The 7022 charge corona (p/n 26WA-2500) is interchangeable with the model 7130 only.

Solution ID TAUS0621462EN* **Solution Usage** 2

Description
When setting mixed original mode to default ON at power up, PLEASE CLOSE RADF UNIT message is displayed when the RADF is raised for scanning or platen copying.

Solution
CAUSE: Software dipswitch 11-0 is OFF.

SOLUTION: Set Software dipswitch 11-0 ON. To set software dipswitch 11-0, perform the following:
1. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
2. Select SOFTWARE SW.
3. Using the up/down arrows, scroll to software switch 11-0.
4. Select ON.
5. Power the copier OFF/ON to return to normal copy mode.

Solution ID TAUS0621788EN* **Solution Usage** 2

Description
F10-1 shortly after power up.

Solution
CAUSE: Loss of 5V DC output from the PRDB, due to an open ICP1 on the PRDB.

SOLUTION: To check the state of ICP1, perform the following:
1. Power the copier ON.
2. Using a voltmeter (20V DC range), confirm the 5V DC input to the PRDB at CN21-4 on the PRDB.
3. Check for 5V DC on TP5 of the PRDB, which is located on the right rear corner of the PRDB, slightly to the left of LED1. If 5V DC is NOT present at TP5, then check for 5V DC on both sides of ICP1, which is located below and slightly to the left of TP5.
4. Replace the PRDB (p/n 26TA-9021) as necessary.
Note: If ICP1 is open, troubleshoot all 5V DC outputs from the PRDB for a short circuit prior to installing a new PRDB. As a precaution, when installing the new PRDB initially install CN21 only, power the copier ON and confirm 5V DC at TP5. For all remaining connectors on the PRDB, the copier should be powered OFF; using SW1 and a single connector should then be attached to the PRDB. Next, power the copier ON, and confirm the presence of 5V DC at TP5. If the 5V DC at TP5 is lost after connecting a particular connector, then a 5V DC load associated with that connector is the source of the problem.

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Solution ID TAUS0622164EN* **Solution Usage** 2

Description
PLEASE INSERT KEY COUNTER displays when there is no key counter used.

Solution
CAUSE: The scanner driver board (SCDB) has failed.

SOLUTION: To check the SCDB, perform the following:
1. Access the 47 mode (power the machine ON while holding down on the 4 and 7 keys), output code 43.
2. Using a meter check for 24V DC at CN66-6. Check CN66-7 for a change of state when pressing the copy button in 47 mode.
3. If no change of state occurs, replace the SCDB (p/n 26WA-9050).
4. Power the machine OFF/ON to exit the 47 mode.

Solution ID TAUS0622329EN* **Solution Usage** 2

Description
IT101, how to program a specific finisher exit tray for fax receptions and another finisher exit tray for copy jobs.

Solution
To program the 7022 to have fax receptions exit into one finisher tray and copy jobs into a different finisher tray, perform the following:
1. From the copier mode, press the HELP (?) button, located to the right of the touchscreen.
2. From the touchscreen, select Key-Ope mode.
3. Enter a Key Operator passcode if applicable.
4. Select [1. System/Copier].
5. Select [2. Copier Initial].
6. Select [5. Output].
7. Select (highlight) the desired exit tray to be used for fax receptions press OK.
8. Press RETURN to return back to the System/Copier setting menu.
9. Press the down arrow to scroll to the next System/Copier setting menu screen.
10. Select [12. Memory SW].
11. Press the arrows, in the lower left corner, and scroll to page 3/3 of the memory switches.
12. Press the down arrow on the right side and highlight Job Memory Recall.
13. Press EDIT to change the Job Memory Recall setting to ON.
14. Press RETURN three times to return back to normal copy mode.
15. Press the OUTPUT button located to the right of the touchscreen.
16. Select (highlight) the desired exit tray to be used as the default for copy jobs and press OK.
17. Press the APPLICATION button located to the right of the touchscreen.
18. From the APPLICATION screen, select JOB MEMORY located in the top right corner.
19. Press ENTRY located at the bottom of the job memory screen.
20. A CHECK MODE screen should now appear, verify that these setting are acceptable as copier default and press OK. If settings are not acceptable, return back to normal copy mode and change settings as desired and then continue programming starting at step 15.
21. From the job memory screen, press the down arrow and scroll to job memory #15.
22. Select (highlight) #15 and press OK.
23. Enter a name of your choice and press OK.
24. Press OK to return back to normal copy mode.

Note: To summarize, programming the 7022 in this manner forces the copier to automatically recall job memory #15 when it initializes and auto-resets. All fax receptions will ignore job memory recall and only react to what's programmed into Key Operator mode/ copier initial settings.

Solution ID TAUS0622509EN* **Solution Usage** 2

Description
Partial light or faded copies (from lead-to-trail edge), prints and internal test charts are normal density.

Solution
CAUSE: Failed write unit.

SOLUTION: Replace the write unit (p/n 26WA-6500).
Note: Before replacing the write unit, ensure that the drum, developer, charge corona, and T/S corona have been cleaned, replaced or determined to be working properly.

Solution ID TAUS0623036EN* **Solution Usage** 2

Description
FS107, J72-19 with the paper jamming behind the foam exit roller.

Solution
CAUSE: A failed paper exit connecting clutch.

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SOLUTION: Replace the paper exit connecting clutch (p/n 13GQ77181).

Solution ID TAUS0623514EN* **Solution Usage** 2

Description
FK102, E86-89, E86-4, or T92 error.

Solution
CAUSE: The firmware has been updated to correct these errors

SOLUTION: Flash the main body and the FK102 with the latest version firmware. .
Notes:
1. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]
2. The latest firmware is available at [[http://www.konicabt.com/konicode/PubBrowser/eproms| URL http://www.konicabt.com/konicode/PubBrowser/eproms]].

* Trademark ownership information

Solution ID TAUS0623667EN* **Solution Usage** 2

Description
FK102, how to have received faxes held in memory and printed later as necessary.

Solution
To hold received faxes in memory, use Compulsory Memory Reception. To set up Compulsory Memory Reception, perform the following:
1. Select copy mode and press the help key.
2. Select Key-Ope Mode.
3. Enter 4 digit key operator password (if necessary).
4. Select Fax.
5. Select Function Set.
6. Select Compulsory mem. Rx.
7. Select On.
8. Enter a numeric password up to 4 digits in length.
9. Select OK.
10. Power the machine OFF/ON.

To retrieve the documents held in memory, perform the following:
1. Press the Fax button to display fax basic screen.
2. Press the Application button.
3. Select file print on the touch screen.
4. Select Compulsory memory.
5. Select OK.
6. Enter the password.
7. Select the fax to be printed.
8. Select Print.

Note: A hard drive is not needed to use Compulsory Memory Reception.

Solution ID TAUS0623802EN* **Solution Usage** 2

Description
Unable to format the HD107 from the main body operation panel.

Solution
CAUSE: With IP422 system code 5.82 and above, the HDD format procedure has been removed from the Key Operator mode to prevent data loss by the customer inadvertently formatting the HDD.

SOLUTION: The format procedure can now be performed from the service mode. To format the HDD from the main body, perform the following:
1. Select the Printer mode.
2. Press the setting key on the touch screen.
3. Press the Stop button on the operation panel.
4. Enter 3069 using the numeric buttons on the operation panel.
5. Press the Start button on the operation panel.
6. Press OK.
7. Press OK again to start the format procedure.
8. Power the machine OFF/ON.

Solution ID TAUS0623821EN* **Solution Usage** 2

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Description
Paper jams, popping noise, and gear breakage.

Solution
CAUSE: The double feed preventative roller has failed.

SOLUTION: Install the new style DFPR (SE95-3900).
Notes:
1. See 7020/7022/7025/7030/7035/7130/7135 Technical Bulletin #16 for details.
2. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0623848EN* **Solution Usage** 2

Description
DF314, J65-8 at power up.

Solution
CAUSE: PS303 (original exit) actuator return spring is dislodged or malformed.

SOLUTION: Reinstall or replace the PS303 actuator return spring (p/n 13GL46680). The spring is located at the rear side of the long black actuator shaft. Access 47 mode, output 60, multi-mode *05*, OFF NO paper is present, ON with paper.

Solution ID TAUS0624063EN* **Solution Usage** 2

Description
How to adjust density shift (Text/Photo, Text, Photo, and Increase Contrast).

Solution
To adjust the density shift, perform the following:
1. Power the copier ON.
2. Press the [HELP] key.
3. Touch [Key-Ope mode] on the touchscreen.
4. Touch [1. System/copier] on the touchscreen.
5. Touch the down-arrow on the lower left corner of the touchscreen.
6. Touch [15. Density Shift] on the touchscreen.
7. Touch [Text/Photo], [TEXT], [PHOTO], or [Increase contrast] to highlight the desired adjustment selection. Using the numeric keypad, enter the desired density shift (from 0 to 5).
8. Touch [OK] on the lower right corner of the touchscreen to complete the settings.
9. Touch [RETURN] on the lower right corner of the touchscreen.
10. Touch [MODE CHANGE] on the lower right corner of the touchscreen.
11. Touch [6. EXIT] on the touchscreen to return to the normal copy mode.

Solution ID TAUS0624570EN* **Solution Usage** 2

Description
F41-1 at power up. M2 will not operate in diagnostics.

Solution
CAUSE: Failed ICP1 on the SCDB.

SOLUTION: Replace the SCDB (26WA-9050).

Solution ID TAUS0625811EN* **Solution Usage** 2

Description
F26-3 at power up.

Solution
CAUSE: The toner supply unit (p/n 26WA-3200) is bound up preventing toner from being added to the developer unit.

SOLUTION: Replace the toner supply unit.

Solution ID TAUS0626550EN* **Solution Usage** 2

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Description
RADF UNAVAILABLE FOR ORIGINAL SIZE message when mixed originals of legal and letter sizes are used.

Solution
CAUSE: Corrupt information in memory.

SOLUTION: Reset machine back to factory defaults. To reset the machine to factory defaults perform the following:
1. Enter the 47 mode (power the machine ON, while pressing the 4 and 7 keys).
2. Enter 9, 3.
3. Press the Start key.
Note: When resetting the machine back to factory defaults, I-detect will need to be performed.

Solution ID TAUS0626912EN* **Solution Usage** 2

Description
Platen APS selects 8.5x11 instead of 8.5x11R for original on the platen glass.

Solution
CAUSE: Machine is set to default to 8.5x11 for small size originals.

SOLUTION: To program platen APS to select 8.5x11R for 8.5x11R, perform the following:
1. Access the 25 mode (turn the machine ON, while pressing the 2 and 5 keys).
2. Select SOFTWARE SW.
3. Select SOFTWARE SW 21-5
4. Press the OFF button once. The top of display should now indicate SOFTWARE SW 21-5:0
5. Power the machine OFF/ON to exit the 25 mode.
Note: This change to software switch 21-5, in the 25 mode, will allow cause small size originals to be printed on 8.5x11R.

Solution ID TAUS0627625EN* **Solution Usage** 2

Description
Black copy with multiple black lines in the lead-to-trail direction, internal test prints are normal.

Solution
CAUSE: Misalignment of the V-mirror, causing improper reflection of light to the CCD unit.

SOLUTION: To check the V-mirror frame, perform the following:
1. Power the copier OFF.
2. Remove the platen glass (26NA-6273).
3. Thoroughly, inspect the front and rear optics slide plates, ensure that neither plate is bent downward. Replace the front optics slide plate (p/n 26NA61560) and/or the rear optics slide plate (p/n 26NA61551) as necessary.

Solution ID TAUS0627927EN* **Solution Usage** 2

Description
Intermittently the power cycles OFF/ON at power or during copy mode.

Solution
CAUSE: The DCPS failed.

SOLUTION: Replace the DCPS (p/n 26NA84511).

Solution ID TAUS0628689EN* **Solution Usage** 2

Description
PLEASE INSERT KEY COUNTER message with no key counter installed.

Solution
CAUSE: Copy vendor option is enabled in the 25 mode.

SOLUTION: To disable copy vendor option, perform the following:
1. Access the 25 mode (power the copier ON with SW2 on the operation panel, while pressing the 2 and 5 keys).
2. Select [1. SOFTWARE SW].
3. Press the left down arrow 10 times.
4. Press the right up arrow 6 times. The top of display should indicate SOFTWARE SW17-6: 1.
5. Press the OFF button once. The top of display should now indicate SOFTWARE SW17-6: 0.
6. Power OFF/ON to return to normal copy mode.

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Solution ID TAUS0640110EN* **Solution Usage** 2

Description
How to disable platen APS.

Solution
To disable platen APS, perform the following:
1. Power the copier ON.
2. Press the HELP key.
3. Touch [Key-Ope mode] on the touchscreen.
4. Touch [1. System/copier] on the touchscreen.
5. Touch [12. Memory SW] on the touchscreen.
6. Scroll to Platen APS.
7. Touch [Edit] on the touchscreen the setting will change to OFF.
8. Power the copier OFF/ON to exit the Key Operator Mode.

Solution ID TAUS0641566EN* **Solution Usage** 2

Description
Blank copies and a shading of toner covering the drum.

Solution
CAUSE: Failed PRCB.

SOLUTION: Replace the PRCB (p/n 26TA-9021).

Solution ID TAUS0617911EN* **Solution Usage** 1

Description
DF314, intermittent line(s) on copies from lead-to-trail.

Solution
CAUSE: Paper dust, white out, etc. is being deposited and adhering to the RADF original slit glass (p/n 26NA61131). This will cause a black line to occur, in a lead-to-trail direction, when copying from the RADF.

SOLUTION: To help minimize this problem, perform the following:
1. Replace the original slit glass (p/n 26NA61131) with the new style 7145 original slit glass (p/n 40LA-6280). The 7145 original slit glass (p/n 40LA-6280) has a fluorine coating on the surface of the glass to help prevent debris from adhering to the glass. When installing the original slit glass (p/n 40LA-6280), ensure that the black dot mark is on the right rear side.
2. Thoroughly clean the original slit glass (p/n 26NA61131), located to the left of the original scale plate, with a clean soft cloth dampened slightly with water, or an anti-static cleaner.
3. Apply a couple of drops of Rain-X* and rub into the slit glass, this may reduce the occurrence of foreign debris sticking to the slit glass.
4. Check the RADF height adjustment and adjust as necessary. The procedure can be found on either page E-2 of the DF314 installation instructions or in the 7020/7025/7030/7035 service manual (3/2001) page 4-88.
   a. The DF314 reading roller (p/n 13GL45520) may apply too much pressure to the slit glass if the DF314 height is adjusted too high. This added pressure might contribute to debris adhering to the slit glass.
   b. After performing the height adjustment, it may be beneficial to re-adjust the height positioning screw approximately 1/2 to 3/4 of turn counterclockwise. The position of the white pointer should slide down to the left of center slightly; this will relieve additional pressure away from the slit glass by the reading roller.

CAUTION: Adjusting the RADF height too high may cause RADF jamming at the slit glass area or blurred copies.
5. Adjusting the READ POINT ADJUSTMENT, in the 36 mode, may also help to minimize this problem.
   a. The READ POINT ADJUSTMENT moves the first mirror to a different home position and consequently a different position under the slit or scan glass. By moving the read point of the first mirror and adjusting RESTART TIMING, you can effectively move the read point of the scan glass so it is not directly under the DF314 reading roller. This is the area that appears to be the most susceptible to slit glass contamination.
   b. The READ POINT ADJUSTMENT procedure can be found in the 7020/7025/7030/7035 service manual (3/2001) page 4-48.
   c. It may be necessary to readjust paper RESTART TIMING for both the main body and the RADF to have the image properly aligned after changing the READ POINT ADJUSTMENT.
   d. Information pertaining to RESTART TIMING PROCEDURES can be found in the 7020/7025/7030/7035 service manual (3/2001) starting on page 4-42.

CAUTION: Excessive adjustment to the READ POINT position will cause copy density to be lighter when copying from the RADF.
Notes: Never use paint solvents, such as benzene or thinners, to clean any portion of the copier.

* Trademark ownership information

Solution ID TAUS0617990EN* **Solution Usage** 1

Description
The developer (which is included with the unit) indicates a PCUA of 950252 instead of 950254 (as per the configurator sheet). The package indicates that the model is 7130.

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Solution
This developer is fine to use for the set up of the machine. There was a printing error on the packaging which will not affect the operation or copy quality.

Solution ID TAUS0618084EN* **Solution Usage** 1

Description
FK102, how to arrange the abbreviated dial numbers in alphabetical order in the ABBR Select screen.

Solution
Abbreviated dial numbers can not be arranged in alphabetical order in the ABBR Select screen. The listing is in order of the ABBR number.

Solution ID TAUS0618268EN* **Solution Usage** 1

Description
The fixing unit cleaning web is not included in the PM maintenance kit (PCUA 950256).

Solution
CAUSE: The cleaning web for the model 7022 is not included in the PM kit due to the change in the programming of the web advancement which allows the web to last 200,000 copies. Only one (1) cleaning web every other PM is required.

SOLUTION: The cleaning web assembly (p/n 26NA53430) must be ordered separately.

Solution ID TAUS0618322EN* **Solution Usage** 1

Description
How to program the polygon motor pre-rotation functionality.

Solution
To program the polygon motor pre-rotation functionality, perform the following:
1. Power the copier OFF.
2. Access the 25 mode, (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [Software SW] on the touchscreen.
4. Use the up/down arrow to scroll to dipswitch 6-4 and 6-5. Use the matrix below to select the polygon motor low-speed rotation timing.

DIPSW	TIME
6-4 to 0	6-5 to 0: 15 seconds
6-4 to 1	6-5 to 0: 30 seconds
6-4 to 0	6-5 to 1: 60 seconds
6-4 to 1	6-5 to 1: 120 seconds

5. Use the up/down arrow to scroll to dipswitch 6-6 and 6-7. Use the matrix below to select the polygon motor pre-rotation speed.

DIPSW	MODE
6-6 to 0	6-7 to 0: No pre-rotation
6-6 to 1	6-7 to 0: Pre-rotation
6-6 to 0	6-7 to 1: Stopped

6. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0618377EN* **Solution Usage** 1

Description
F23-01 at power up.

Solution
CAUSE: CN932 in the drum carriage is loose resulting in a loss of 24V DC to the PCL (pre-charge lamp).

SOLUTION: To verify the operation of the PCL (pre-charge lamp), perform the following:
1. Power the copier OFF.
2. Access the 47 mode (power the copier ON, while pressing the 4 and 7 keys), output code 51.
3. If the PCL does not turn ON remove the drum carriage and reseat CN932 (2 pin connector), located on the front left side of the drum carriage.
4. Power the copier OFF/ON to return to normal copy mode.

Solution ID TAUS0618666EN* **Solution Usage** 1

Description
DF314, background on the bottom three inches of the 8.5x11R copies when copying 8.5x11R and 8.5x14 onto 8.5x14 paper.

Solution

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CAUSE: Mixed original was not selected.

SOLUTION: To select mixed original, perform the following:
1. Press the Application button.
2. Select [Special Original].
3. Select [Mixed Original].
4. Select OK twice to return to the copy screen.

Solution ID TAUS0618816EN* **Solution Usage** 1

Description
The entire image on any size copy or internal test print is blurry except for the last inch on the trail edge.

Solution
CAUSE: The two drum cushion plates, which are placed between the conveyance cover and drum to prevent damage during shipment, were not removed during set up.

SOLUTION: To remove the two (2) drum cushion plates, perform the following:
1. Open the right side door.
2. Open the conveyance cover.
3. Remove the two cushions on both sides of the drum.

Solution ID TAUS0618848EN* **Solution Usage** 1

Description
Erratic image formation when printing internal lists only. Copies and print jobs have normal image quality.

Solution
CAUSE: Installation of an IP422 64MB memory module into the E-RDH/FAX receptacles on the main CB of the copier, resulting in improper image formation due to incompatibility of the board and memory module.
Note: To view the above PDF link, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

SOLUTION: When installing expansion memory into the ERDH/FAX receptacle on the main CB of the copier or the IP units, ensure the appropriate expansion memory module is used. Use the matrix below to determine the proper expansion memory module to install into the ERDH/FAX receptacle or IP units.
For ERDH/FAX memory expansion:
Memory 32 MB [MU-403] (Item #950217)
Memory 64 MB [MU-404] (Item #950218)
Memory 128 MB [MU-405] (Item #950219)
For IP011 memory expansion:
Memory 32 MB [MU-403] (Item #950217)
Memory 64 MB [MU-404] (Item #950218)
For IP421 memory expansion:
Memory 32 MB [MU-403] (Item #950217)
Memory 64 MB [MU-404] (Item #950218)
Memory 128 MB [MU-405] (Item #950219)
For IP422 memory expansion:
Memory 64MB [MU-411] (Item #950249)

* Trademark ownership information

Solution ID TAUS0619008EN* **Solution Usage** 1

Description
The hardware total counter does not increment.

Solution
CAUSE: The hardware total counter is disabled in the 25 mode.

SOLUTION: To enable the hardware total counter, perform the following:
1. Turn the machine OFF.
2. Enter the 25 mode, (turn the machine ON, while pressing the 2 and 5 keys).
3. Select 1: Software Switch Setting.
4. Use the arrows on the LCD to select dipswitch 15-0.
5. Touch the OFF key on the LCD to change the data to 0.
6. Press PREVIOUS SCREEN.
7. Power the machine OFF/ON to exit the 25 mode.

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Solution ID TAUS0619030EN* **Solution Usage** 1

Description
Copies are enlarged front-to-rear. Prints and internal test charts print correctly.

Solution
CAUSE: Incorrect CCD unit position.

SOLUTION: Check the CCD unit position and adjust as necessary. To check the CCD unit position perform the following:
1. Power the machine OFF.
2. Remove the original glass.
3. Remove the scanner driver board cover.
4. Remove ribbon cable cover.
5. Remove the lens shield cover.
6. Ensure that the CCD unit is mounted to its mounting bracket and is properly sitting in its positioning tabs.
7. Measure from the ends of the CCD unit mounting plate to the frame (right side) of the machine. Ensure that each end (front and rear) of the CCD unit mounting plate measures 130mm to the machine frame.
8. Reassemble in the opposite sequence.

Solution ID TAUS0619036EN* **Solution Usage** 1

Description
DF314, blur on the lead edge of copies fed through the RADF.

Solution
CAUSE: Incorrect RADF height adjustment.

SOLUTION: Perform the RADF height adjustment. To adjust the RADF height, perform the following:
1. Open the RADF Open-close cover.
2. Locate the RADF height adjustment indicator.
3. Turn the RADF height adjustment screw (located above the left hinge) until the RADF height adjustment indicator points to the middle scribe line.
4. Close the Open-close cover.
5. Open and close the document feeder several times.
6. Confirm that the RADF height adjustment indicator is pointing to the middle scribe line.

SPECIAL NOTE: Solution provided by Jim Wood, KBT Orlando.

Solution ID TAUS0619085EN* **Solution Usage** 1

Description
FS107, intermittent J72-21 while copying.

Solution
CAUSE: The paper exit connecting clutch has failed.

SOLUTION: Replace the paper exit connecting clutch (p/n 13GQ77181)

Solution ID TAUS0619148EN* **Solution Usage** 1

Description
Black speckled lines varying in intensity on scans and copies from the platen glass. Internal test charts print fine.

Solution
CAUSE: Failed main CB.

SOLUTION: Replace the main CB (p/n 26WA-9300).

Solution ID TAUS0619238EN* **Solution Usage** 1

Description
FS107, PLEASE CHECK EXIT OF FNS message at power up.

Solution
CAUSE: The black paper exit shutter gate is bound up and unable to properly initialize at power ON. This shutter gate must cycle down, then back up, as the finisher initializes.

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SOLUTION: Repair the bind with the paper exit shutter gate and ensure it moves up and down freely.
Note: Remove the finisher top cover (6 screws) to access the shutter gate drive mechanism.

Solution ID TAUS0619240EN* **Solution Usage** 1

Description
FS107, stapled sets are not properly aligned.

Solution
CAUSE: The Mylar alignment sheet attached to the front paper positioning plate is deformed, causing a restriction to the proper paper movement during the stacking operation.

SOLUTION: To check the Mylar sheet attached to the front paper positioning plate, perform the following:
1. Power the copier ON and select the staple mode.
2. Open the finisher front door and cheat the door interlock.
3. Observe the paper movement during the reverse feeding and stacking operation. Ensure that the paper slides smoothly under the Mylar sheet attached to the front paper positioning plate. Reform the Mylar sheet, or replace the front paper positioning plate (p/n 13GQ-6150) as necessary.

Solution ID TAUS0619242EN* **Solution Usage** 1

Description
FK102, Memory Overflow message with a FL102 (dual line option) installed.

Solution
CAUSE: The fax file size has exceeded the available memory.

SOLUTION: When the FL102 is installed in the FK102, the fax transmission data is restricted to 5.6MB (even when the ERDH memory has been expanded to 64MB and the fax file size set to 16MB).

Solution ID TAUS0619308EN* **Solution Usage** 1

Description
FK102, how to fax two-sided originals.

Solution
To fax two-sided originals, perform the following:
1. Enter the Fax Mode by pressing the FAX button.
2. Place the original in the document feeder.
3. Enter the fax number you wish to send to.
4. Press Setting on the LCD.
5. In the lower left-hand corner will be the selection for Cover and Two-sided, Two-Sided and One-sided. Choose desired setting.
6. Press Start to send the fax.

Solution ID TAUS0619367EN* **Solution Usage** 1

Description
DF314, LOAD B5 PAPER message after placing an original in the ADF.

Solution
CAUSE: Original size detection varistor (VR301) is out of adjustment.

SOLUTION: To adjust VR301, perform the following procedure:
1. Access the 47 mode (power the copier ON with SW2 - operation panel switch, while pressing the 4 and 7 keys).
2. Enter 6, 9 (display should read).
3. Place 8.5x11R original in the document tray.
4. Press Start button.
5. Press the Stop/Clear button.
6. Press Star (*) key.
7. Press 1 to display .
8. Place 8.5x11 original in the document tray.
9. Press Start button.
10. Press Stop/Clear button.
11. Power machine OFF/ON with SW2.

Solution ID TAUS0619465EN* **Solution Usage** 1

Description

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F51-5 at power up.

Solution
CAUSE: The developer unit is binding.

SOLUTION: Replace the developer and perform L-DETECT. Inspect the developer unit bearing for any binding. If the problem still persists, replace the developer unit (p/n 26NA-3002).

Solution ID TAUS0619503EN* **Solution Usage** 1

Description
FK101, the machine keeps ringing without reception or reception starts but soon disconnects.

Solution
CAUSE: The PBX phone system is using a specific ring pattern that is different from PSTN.

SOLUTION: Though this problem is caused by the PBX system issuing a specific ring, the problem is avoidable by changing the reception condition settings. To change the reception condition settings, perform the following:
1. Enter the [Key Operator mode].
2. Select [Fax].
3. Select [Line Parameter Set].
4. Using the [DOWN ARROW] on the touch screen, scroll down until [Number of rings] is highlighted.
5. Using the [EDIT] key, change the setting to (0).
6. Press the [BACK] key.
7. Select [Special Set].
8. Enter the passcode (9272).
9. Select [Function Parameter Setting].
10. Select [Network].
11. [RCV Signal Detect Mode] will be highlighted.
12. Using the [EDIT] key, change the setting to (Time).
13. Using the [DOWN ARROW] on the touch screen, scroll down until [RCV Signal Detect Time] is highlighted.
14. Using the [EDIT] key, change the setting to (6 sec).
15. Power the machine OFF/ON.

Solution ID TAUS0619552EN* **Solution Usage** 1

Description
Can NCR PAPER* be used as copy paper in the 7022?

Solution
Konica recommends an NCR PAPER named [[Xero/Form* II| URL http://www.appletonpapers.com/webapp/wcs/stores/servlet/sheetsxeroformiifeatures?currentCategory=149094&langId=-1&catalogId=239327&storeId=139327]] from a company called Appleton Papers in Wisconsin. Xero/Form II is a vegetable-based product that works extremely well. It is available through Xpedx paper distributors nationwide.

* Trademark ownership information

Solution ID TAUS0619659EN* **Solution Usage** 1

Description
PLEASE LOAD 8.5x11, NORMAL PAPER message when printing. 8.5x11 paper is loaded and when selected, READY TO RESTART, PRESS FORMFEED TO FORCE PRINTING is displayed.

Solution
CAUSE: ATS/APS is disabled in the Key Operator mode.

SOLUTION: To enable ATS/APS, perform the following:
1. Power the copier ON.
2. Press the [HELP] key.
3. Touch [Key-Ope mode] on the touchscreen.
4. Touch [1. System/copier] on the touchscreen.
5. Touch the down-arrow located on the lower left corner of the touchscreen.
6. Touch [12. Memory SW] on the touchscreen.
7. Touch the down-arrow located on the right side of the touchscreen five (5) times [Auto tray switch] will be highlighted. Repeatedly, touch [EDIT] until [ON] is displayed as the setting selection.
8. Touch the down-arrow on the right side of the touchscreen three (3) times [ATS/APS (Bypass)] will be highlighted. Repeatedly, touch [EDIT] until the setting selection displayed is [ON] (ATS/APS enabled for the bypass), or [OFF] (ATS/APS disabled for the bypass) as desired by the customer.
9. Touch the down-arrow on the right side of the touchscreen [ATS/APS SW(Tray 1)] will be highlighted. Repeatedly, touch [EDIT] until the setting selection displayed is [ON] (ATS/APS enabled for Tray 1).

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10. Touch the down-arrow on the right side of the touchscreen [ATS/APS SW(Tray 2)] will be highlighted. Repeatedly, touch [EDIT] until the setting selection displayed is [ON] (ATS/APS enabled for Tray 2).
11. Touch the down-arrow on the right side of the touchscreen [ATS/APS SW(Tray 3)] will be highlighted. Repeatedly, touch [EDIT] until the setting selection displayed is [ON] (ATS/APS enabled for Tray 3).
12. Touch the down-arrow on the right side of the touchscreen [ATS/APS SW(Tray 4)] will be highlighted. Repeatedly, touch [EDIT] until the setting selection displayed is [ON] (ATS/APS enabled for Tray 4).
13. Touch [RETURN] three (3) times to return to the normal copy mode.

SPECIAL NOTE: Solution provided by Wayne Winters, Caltronics Business Systems

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Solution ID TAUS0619691EN* **Solution Usage** 1

Description
'PLEASE INSERT KEY COUNTER' message is displayed when printing with a key counter installed.

Solution
CAUSE: Software switch 17-3 (host printing cannot be performed when a key counter is installed) is enabled.

SOLUTION: Disable software switch 17-3 (host printing cannot be performed when a key counter is installed). To disable software switch 17-3 perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Select [1. SOFTWARE SW].
4. Using the up/down arrows, scroll to software switch 17-3.
5. Select OFF.
6. Power the copier OFF/ON to return to normal copy mode.

Solution ID TAUS0619733EN* **Solution Usage** 1

Description
DF314, the correct paper size is not recognized after performing the paper size adjustment.

Solution
CAUSE: A failed VR301 (Size detecting board assembly).

SOLUTION: Replace VR301 (p/n13FG-9330).

Solution ID TAUS0619868EN* **Solution Usage** 1

Description
How to change the Scan Resolution of the IP422.

Solution
To adjust the Scan Resolution, perform the following:
1. Press the Help [?] to enter Key Operator mode.
2. Press the Key-Ope Mode button on the touchscreen.
3. Enter the Key Operator password and then press OK.
4. Press 3. Printer.
5. Press the down arrow on the right hand side of the touchscreen until Scan Quality is highlighted.
6. Press Edit on the touchscreen to select the desired Scan Resolution (available choices are 200/300/400/600 dpi).
7. Press Return twice to return to standby mode.

Solution ID TAUS0619960EN* **Solution Usage** 1

Description
F46-10 at power up.

Solution
CAUSE: The main CB failed.

SOLUTION: Replace the main CB (p/n 26WA-9300).

Solution ID TAUS0619999EN* **Solution Usage** 1

Description
F0-0 at power up.

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Solution

CAUSE: The F0-0 code is not identified in the service manual. This code likely identifies a communication failure within the machine.

SOLUTION: To reset memory to factory defaults, perform the following:
1. Enter the 25 mode (power the machine ON, while pressing the 2 and 5 keys).
2. Select Software SW.
3. Using the up/down arrows, scroll to address 3-4 (All Memory Reset).
4. Select OFF.
5. Power the machine OFF.
6. Enter the 47 mode (turn the machine ON, while pressing the 4 and 7 keys).
7. Enter 9, 2, press the START key, press the STOP/CLEAR key.
8. Enter 0, 9, 6, press the START key, press the STOP/CLEAR key.
9. Enter 0, 9, 3, and press the START key.
10. Power the machine OFF/ON.

Note: When the memory board is initialized, all data is deleted.

Solution ID TAUS0620078EN* **Solution Usage** 1

Description

F46-11 at power up.

Solution

CAUSE: The exposure lamp failed.

SOLUTION: To check the exposure lamp perform the following:
1. Access the 47 mode (power the machine ON while holding down on the 4 and 7 mode) output code 00.
2. Press the copy button and see if the exposure lamp comes ON.
3. If the exposure lamp does not come ON, replace the exposure lamp (p/n 26NA83010).

Solution ID TAUS0620102EN* **Solution Usage** 1

Description

Grey background on copies.

Solution

CAUSE: Incorrect developer is installed.

SOLUTION: Use only model 7022 developer (PCUA 950254) and toner (PCUA 950246).

Solution ID TAUS0620121EN* **Solution Usage** 1

Description

Latest firmware (EPROM) level, 7022.

Solution

7022 system control version 17.0.
7022 system control version 15.0. See 7022 Technical Bulletin #17 for details.
7022 system control version 14.0, image processing version 13.0 firmware enhancement list in Adobe Acrobat format.
7022 level 13 CHT1P firmware enhancement list in Adobe Acroba format.
7022 level 13 CHT0P firmware enhancement list in Adobe Acrobat format.
7022 level 13 firmware enhancement list in Adobe Acrobat format.
7022 level 12 firmware enhancement list in Adobe Acrobat format.
7022 level 11 firmware enhancement list in Adobe Acrobat format.

[FK102]
FK102 level 14 firmware enhancement list in Adobe Acrobat format.
FK102 level 13 firmware enhancement list in Adobe Acrobat format.
FK102 level 12 firmware enhancement list in Adobe Acrobat format.

Note: The latest firmware is available at [[http://www.konicabt.com/konicode/PubBrowser/eproms| URL http://www.konicabt.com/konicode/PubBrowser/eproms]].

* Trademark ownership information

Solution ID TAUS0620144EN* **Solution Usage** 1

Description

Part number for the fixing input shaft.

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Solution

The part number for the fixing input shaft is p/n 26NA15140.
Note: This part number is not listed in the Parts Catalog.

Solution ID TAUS0620184EN* **Solution Usage** 1

Description

ISW Trns utility specifications.

Solution

The ISW utility version3.40E is compatible with the following PC operating systems: Microsoft* Windows* 95, Windows 98, Windows Me, Windows NT4.0, Windows 2000 and Windows XP.

* Trademark ownership information

Solution ID TAUS0620326EN* **Solution Usage** 1

Description

FK102, not recognized by the main body.

Solution

CAUSE: The FK102 has been disabled by the faulty part isolation in the 25 mode.

SOLUTION: To enable the FK102, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON while simultaneously pressing the 2 and 5 keys).
3. Select option [1. SOFTWARE SWITCH].
4. Scroll to dipswitch 19-1.
5. Set to 0 by selecting OFF.
6. Power the copier OFF/ON using SW1 (Main power switch) to return to normal copy mode.

Solution ID TAUS0620467EN* **Solution Usage** 1

Description

FK102, how to enable distinctive ring.

Solution

CAUSE: The FK102 does not have a built in distinctive ring feature.

SOLUTION: If this feature is required, an external fax/tel device that support distinctive ring must be purchased.
Note: Distinctive-ring adds a second phone number to an existing line, then varies the ring pattern (two short rings instead of one long one, for instance) to indicate calls to the different number. Distinctive-ring switches can set to detect the ring patterns and route calls accordingly. These switches can be obtained through local phone companies or computer/electronic supply stores. Konica does not sell distinctive-ring switches.

Solution ID TAUS0620516EN* **Solution Usage** 1

Description

DB209/DB210 compatibility.

Solution

The DB209 (2 tray drawer base) is compatible with models 7020 and 7030.
The DB210 (2 tray drawer base) is compatible with models 7020, 7022, 7025, 7030, 7035, 7130 and 7135.

Solution ID TAUS0620519EN* **Solution Usage** 1

Description

DB409/DB410 compatibility.

Solution

The DB409 (LCT drawer base) is compatible with models 7020 and 7030.
The DB410 (LCT drawer base) is compatible with models 7020, 7022, 7025, 7030, 7035, 7130 and 7135.

Solution ID TAUS0620537EN* **Solution Usage** 1

Description

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How to view the amount of originals that were scanned in by the DF315.

Solution

The amount of copies will not be incremented on the main copy screen, but the amount can be viewed in the JOB LIST application. For an example of viewing the amount of originals that were scanned in, perform the following:
1. Place a stack of 5 papers on the DF315.
2. Press the [SCAN] tab, located in the upper right corner of the touchscreen.
3. After the papers are scanned in, press the [JOB LIST] tab located to the right of the [SCAN] tab.
4. The amount of copies that were scanned will be displayed under TOTAL PAGE(s).
5. Press [OK] to return to the main copy screen.

Solution ID TAUS0620587EN* **Solution Usage** 1

Description

F52-6 at power up.

Solution

CAUSE: Failed IP421 CPU cooling fan.

SOLUTION: Replace IP421 cooling fan (p/n 13JA80510).

Solution ID TAUS0620596EN* **Solution Usage** 1

Description

F49-6 at power up.

Solution

CAUSE: CN46 on the main CB is damaged.

SOLUTION: Replace the main CB (p/n 26WA-9300). To prevent this problem, use extreme care when removing or installing the ribbon cable into CN46.
Note: Instructions on how to properly operate CN46.

Solution ID TAUS0620621EN* **Solution Usage** 1

Description

DF314, not recognized by the main body.

Solution

CAUSE: The RADF is isolated in 25 mode.

SOLUTION: To reactivate the isolated RADF, perform the following:
1. Access the 25 mode (power the machine ON while holding down the 2 and 5 keys).
2. Press [1. Software SW].
3. Use the arrows to scroll to software switch 19-7.
4. Press [OFF].
5. Power the machine OFF/ON to exit the 25 mode.

Solution ID TAUS0620792EN* **Solution Usage** 1

Description

What is the maximum number of FTP scan locations/destinations that can be programmed?

Solution

A maximum of 10 FTP addresses can be programmed and used.

Solution ID TAUS0620833EN* **Solution Usage** 1

Description

Black lines from lead-to-trail.

Solution

CAUSE: A failed charge corona unit.

SOLUTION: Replace or rebuild the charge corona unit (p/n 26NA-2500).
Note: Individual parts are available to rebuild the charge corona.

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Solution ID TAUS0620857EN* **Solution Usage** 1

Description
Incorrect paper size detection when using the bypass tray.

Solution
CAUSE: The actuator for PS20 (bypass tray paper size detect photo sensor) is binding.

SOLUTION: Inspect the actuator for PS20 (p/n 26NA-4330) for binding, and ensure proper operation.

SPECIAL NOTE: Solution provided by: Johnny Phillips, Stuarts Inc.

Solution ID TAUS0621224EN* **Solution Usage** 1

Description
Operation panel is locked-up.

Solution
CAUSE: A florescent light over the machine has failed or is flickering causing the RADF original size detection sensors (PS306 and PS307) to lock-up the operation panel.

SOLUTION: Turn the florescent light over the machine OFF or reposition the machine. Reset the machine by powering it OFF/ON.

Solution ID TAUS0621495EN* **Solution Usage** 1

Description
In Book Copy mode, the copies come out blank.

Solution
CAUSE: There is a poor connection between the FK102 and the main body.

SOLUTION: To check the FK102, perform the following:
1. Power the machine OFF using both switches and unplug the machine.
2. Disconnect the FK102 from the main body.
3. Plug the machine in and power it ON using both switches.
4. Make a copy from Book Copy mode.
5. If the copy is good, power the machine OFF using both switches and unplug the machine.
6. Reconnect the FK102.
7. Plug the machine in and power it ON using both switches.
8. Make a copy in book copy mode and check the copies.

Solution ID TAUS0621516EN* **Solution Usage** 1

Description
FK101, how to disable the display of the phone number on the confirmation page.

Solution
The display of the phone number cannot be disabled, as the confirmation page format cannot be altered in any way.

Solution ID TAUS0621519EN* **Solution Usage** 1

Description
FK102, how to disable the display of the phone number on the confirmation page.

Solution
The display of the phone number cannot be disabled, as the confirmation page format cannot be altered in any way.

Solution ID TAUS0621556EN* **Solution Usage** 1

Description
Proper air flow direction for the DCPS cooling fan.

Solution
By design, the DCPS cooling fan (FM1) is an exhaust fan, which is removing hot air from the DCPS vicinity. Therefore, The DCPS cooling fan (FM1) air flow direction should be away from the DCPS.

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Solution ID TAUS0621561EN* **Solution Usage** 1

Description
In Book Copy mode, the copies come out blank.

Solution
CAUSE: There is a poor connection between the FK102 and the main body.

SOLUTION: To check the connection between the FK102 and the main body, perform the following:
1. Power the machine OFF using both switches and then unplug the machine.
2. Disconnect the FK102 from the main body and then make a copy from Book Copy mode.
3. If the copy is good, power the machine OFF using both switches and unplug the machine and then unplug the machine.
4. Reconnect the FK102. Power the machine ON using both switches and then plug in the machine.
5. Make a copy in book copy mode and check the copies.

Solution ID TAUS0621778EN* **Solution Usage** 1

Description
F10-1 at power up (failure in serial communication between the PRDB and main CB). ICP 1 (5V DC) on the PRDB has not failed.

Solution
CAUSE: Failed main CB.

SOLUTION: Replace the main CB (p/n 26WA-9300).

Solution ID TAUS0622165EN* **Solution Usage** 1

Description
The hard counter does not work.

Solution
CAUSE: The SCDB has failed.

SOLUTION: To check the SCDB, perform the following:
1. Access the 47 mode (power the machine ON whole holding down on the 4 and 7 keys), output code 43.
2. Press the print button and watch for a change at the total counter.
3. If there is no change of state, using a volt meter check for 24V DC at CN66-6 of the SCDB.
5. If there is no 24V DC at CN66-6 replace the SCDB (p/n 26WA-9050).

Solution ID TAUS0622236EN* **Solution Usage** 1

Description
DF314, what is the part number for the DF314 wiring receptacle?

Solution
The part number for the main body receptacle that the DF314 wiring harness plugs into is 26NA90420.

Solution ID TAUS0622299EN* **Solution Usage** 1

Description
How to delete a job stored in Job Memory.

Solution
To delete a job that is stored in Job Memory, perform the following:
1. Access the help mode (power the machine OFF/ON while pressing the help button).
2. Select [1. System/copier].
3. System/copier setting menu will be displayed.
4. Select [5. Lock Job memory].
5. Lock job memory will be displayed.
6. Using the arrows on the right side of the touchscreen scroll to the job that is being deleted.
7. Press the [DEL.] button located on the bottom left of the touchscreen.
8. Press the [Return].
9. Power machine OFF/ON.

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Solution ID TAUS0622421EN* **Solution Usage** 1

Description
How to manually set the copy density lighter or darker.

Solution
To manually set the density lighter or darker, perform the following:
1. Access the Key-ope mode (press the HELP button, and select the Key-Ope mode in the lower left corner of the touchscreen).
2. Scroll to [12. Memory SW].
3. Scroll to AUTO/RESET effect, and press [EDIT] to change the setting to Initial Setting.
4. Press [RETURN] to return to the main menu.
5. Press [2. Copier Initial].
6. Press [2. Density].
7. Press the desired Lighter or Darker setting, and press [OK]
8. Press [RETURN] three times to return to the main copy screen.

Solution ID TAUS0622434EN* **Solution Usage** 1

Description
F23-1 at power up.

Solution
CAUSE: The PCL connector is disconnected or the PCL has failed.

SOLUTION: Ensure the PCL connector is connected or replace the PCL (p/n 26NA-2510).

Solution ID TAUS0622521EN* **Solution Usage** 1

Description
FK102, how to set the FK102 to receive all incoming fax sizes onto 8.5x11 size paper.

Solution
The Rx paper selection setting needs to be set to 8.5x11 fixed. To set the Rx paper selection setting, perform the following:
1. Select copy mode and press the help key.
2. Select Key-Ope Mode.
3. Enter 4 digit key operator password (if necessary).
4. Select Fax.
5. Select Tx/Rx Mode Set.
6. Using the scroll down arrows, scroll down until Rx Paper Selection is highlighted.
7. Press edit until 8.5x11 fixed is displayed.
8. Power the machine OFF/ON.

Solution ID TAUS0622628EN* **Solution Usage** 1

Description
DB410, is the LCT tub available as a spare part?

Solution
The LCT tub is now available as a spare part (p/n 13HA47014).

Solution ID TAUS0622989EN* **Solution Usage** 1

Description
DF314, J63-0 occurs during copy mode.

Solution
CAUSE: Restart timing was incorrect.

SOLUTION: To set RADF restart timing, perform the following:
1. Access the 36 mode. Power the machine ON while holding down on the 3 and 6 keys.
2. Press the [2. Timing adj.]key.
3. Press the [2. Restart timing] key.
4. Press the [NEXT] key until the desired RADF adjustment item appears in the message display area.
5. Press the [COPY] key.
6. Set the RADF adjustment chart on the RADF and select 11x17 size paper. Then press the Start print button to make a copy.

7. Check the restart (leading edge) timing of the output paper.

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Standard value: Within ± 3.0 mm (life size)
8. Press the # button while pressing the * button to return to the restart timing adjustment screen.
9. If the restart timing is different from the standard value, enter a value from the numeric keys, then press the [SET] key to store the adjustment value.
   Input range -50 (slow) - +50 (fast).
   1 step = 0.1mm.
10. Repeat steps 5 to 9 until the restart timing becomes a standard value.
11. Power the machine OFF/ON to exit the 36 mode.

Solution ID TAUS0623067EN* **Solution Usage** 1

Description
Squealing noise as the internal dehumidifying motor (M3) rotates.

Solution
CAUSE: The internal dehumidifying motor (M3) has failed.

SOLUTION: Replace the fan motor assembly (p/n 26NA-7390).

Solution ID TAUS0623093EN* **Solution Usage** 1

Description
When stapling using the platen mode, the staples are stapled in the lower right corner when the upper left corner was selected.

Solution
CAUSE: Store Mode was not selected in APPLICATIONS before selecting staple mode.

SOLUTION: To select store mode, perform the following:
1. Press the APPLICATIONS key.
2. Select Store Mode.
3. Press OK.

Solution ID TAUS0623190EN* **Solution Usage** 1

Description
How to use the ECM mode for printing.

Solution
To enable ECM mode for printing, perform the following:
1. Press the Help to enter Key Operator mode.
2. Press the Key-Ope Mode button on the touch screen.
3. Enter the Key Operator password (if necessary) and press OK.
4. Press System/copier.
5. Press ECM.
6. Enter the 8 digit ECM master code (the default passcode is 00000000).
7. Press ECM ON/OFF Setting.
8. Select the ON setting for (Copier, Fax, or Printer) as desired.
9. Press OK.
10. Make any additional changes to the ECM accounts as desired.
11. Power the machine OFF/ON.

Note: The ECM mode will count print jobs for the ECM user account only if the ECM user account is entered in the print driver.

To enter the ECM code in the print driver (PCL, PostScript or Visual PostScript) perform the following:
1. From the document to be printed, select file then print from the file menu.
2. Select properties in the print driver dialog box.
3. Select the Setting button (do not check the password check box).
4. In the ID box of the Password Setting dialog box enter the ECM user account number (do not enter anything in the password box)
5. Select OK.
6. Make any additional desired changes to the print driver and select OK.
7. Select OK to print the document.

Notes:
1. The document will be printed and the ECM user account will be incremented.
2. The ECM user account ID will now be the default ECM user account for that print driver, each document printed using that print driver will increment the ECM user account unless the user ECM account is cleared from the dialog box.

Solution ID TAUS0623202EN* **Solution Usage** 1

Description
How to use the password print (secure printing) function.

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Solution

To use password print, a hard drive is required in the IP, the ECM mode must be enabled, user ECM account(s) must be created, software dip switch 26-4 must be turned ON, and the ECM User ID and password must be entered in the print driver.

To turn ON software dip switch 26-4, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Select SOFTWARE SW.
4. Using the up/down arrows, scroll to software switch 26-4.
5. Select ON.
6. Power the copier OFF/ON.

To enable ECM mode for password printing, perform the following:
1. Press the Help to enter Key Operator mode.
2. Press the Key-Ope Mode button on the touch screen.
3. Enter the Key Operator password (if necessary) and press OK.
4. Press System/Copier.
5. Press ECM.
6. Enter the 8 digit ECM master code (the default passcode is 00000000).
7. Press ECM ON/OFF Setting.
8. Select the ON setting for (Copier, Fax, or Printer) as desired.
9. Press OK.
10. Make any additional changes to the ECM accounts as desired.
11. Power the machine OFF/ON.

To perform password printing (using the PCL, PostScript or Visual PostScript driver), perform the following:
1. From the document to be printed, select file then print from the file menu.
2. Select properties in the print driver dialog box.
3. Check the password check box.
4. In the ID box of the Password Setting dialog box enter the ECM user account number.
5. Enter any numeric password up to 8 digits in the password box.
6. Select OK.
7. Make any additional desired changes to the print driver and select OK.
8. Select OK to print the document.
9. On the operation panel of the machine, press the Scan/Print button.
10. Press Password Print on the LCD touch screen.
11. Enter the ECM user account number in the User ID space using the numeric keys on the touchscreen.
12. Press OK.
13. Enter the same numeric password that was entered in the print driver using the numeric keys on the touchscreen.
14. Select the number of the job to be printed and press the print button.

Note: The print job will not be printed until the matching password is entered at the main body. The password print feature will increment the ECM user account.

Solution ID TAUS0623332EN* **Solution Usage** 1

Description

FK102, How to enable image printing on the transmission reports.

Solution

To enable printing of the image on transmission reports, perform the following:
1. From the Copier mode, press the HELP button.
2. On the LCD touch screen, select KEY-OP mode.
3. Select 2. FAX.
4. Select SPECIAL SET.
5. Enter Password of 9272 and press OK.
6. Select FUNCTION PARAMETER SETTING.
7. Select LIST OUTPUT MODE.
8. Scroll to TRANSMISSION REPORT.
9. Press EDIT to change set value to WITH IMAGE.
10. Press BACK until the normal screen appears.

Solution ID TAUS0623471EN* **Solution Usage** 1

Description

Hecon* key counter availability.

Solution

A kit (p/n SE95-4020) is available which includes all necessary mounting hardware and wiring. It does not include the key counter (PCUA 950816). If individual parts are ordered referring to Technical Operations Bulletin A4 D5 dated 6/25/03, the adapter wiring harness (p/n 1206K0010) is not needed since it is included with the kit. Use the long adapter wiring harness. The short one is not needed. Directions are included with the kit.

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Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0623644EN* **Solution Usage** 1

Description
F28-02 displayed while copying.

Solution
CAUSE: A failed T/S (Transfer Separation corona) unit.

SOLUTION: Replace the T/S unit (p/n 26NA-2601).

Solution ID TAUS0623833EN* **Solution Usage** 1

Description
How many E-mail addresses can be programmed into memory?

Solution
A total of 199 E-mail addresses can be programmed into memory.

Solution ID TAUS0623841EN* **Solution Usage** 1

Description
FS107, Output screen displays four exit trays, but the machine has only two exit trays.

Solution
CAUSE: The tray count sensor (PS716) has failed, resulting in the machine misinterpreting the total tray count of the finisher at power up.

SOLUTION: To check the tray count sensor, perform the following:
1. Power the copier OFF.
2. Access the 47 mode (power the copier ON, while pressing the 4 and 7 keys), input code 70, press *5.
3. The state of the tray count sensor will be displayed on the touchscreen as IN: ON when the tray count sensor is flagged and should change to IN: OFF when the tray count sensor is not flagged.
4. Replace the tray count sensor (p/n 12QV85510) as necessary.

Solution ID TAUS0623915EN* **Solution Usage** 1

Description
Intermittently the front and rear of the copy is deleted leaving 2 inches of copy down the middle of the copy.

Solution
CAUSE: There was a loose connection at the PRCB, MCB, or write unit.

SOLUTION: Reseat all connectors at the PRCB, MCB, and write unit.

Solution ID TAUS0624074EN* **Solution Usage** 1

Description
Intermittent J30-00 from all trays and bypass, with the paper stopping by the drum claws. No image is created on the paper.

Solution
CAUSE: Failed registration sensor (PS1).

SOLUTION: Replace PS1 (p/n 552085510) as needed.

Solution ID TAUS0624148EN* **Solution Usage** 1

Description
F23-01 displayed after installing a new drum carriage.

Solution
CAUSE: Incorrect drum carriage was installed.

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SOLUTION: Install the correct drum carriage (p/n 26WA-9900).

Solution ID TAUS0624213EN* **Solution Usage** 1

Description
FK102, will updating the firmware erase the Abbr. dial list?

Solution
Updating the firmware will not affect the Abbr. dial list.

Solution ID TAUS0624382EN* **Solution Usage** 1

Description
FK102, How to print out the phone list(s).

Solution
To print out the fax phone list(s), perform the following:
1. Press the Fax button.
2. Press the Application button.
3. Select List print.
4. Select one if the following:
   a. Abbr dial list.
   b. Group dial list.
   c. Program entry list.

Solution ID TAUS0624449EN* **Solution Usage** 1

Description
DB410, J16 and noise when feeding.

Solution
CAUSE: Disengagement of the paper conveyance roller drive gear (p/n 13HA77060) and idler gear (p/n 13HA77050) during paper feed operation.

SOLUTION: There is a modification available (see DB410 Technical Bulletin #1) for the DB410 drive unit that provides support for the idler shaft to prevent the idler shaft from flexing during feed operation.
Notes
1. These parts were installed on the DB410 during production beginning with serial number 13NF15878.
2. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0624549EN* **Solution Usage** 1

Description
F46-1 at power up.

Solution
CAUSE: Failed main CB.

SOLUTION: Replace the main CB (p/n 26WA-9300).

Solution ID TAUS0625858EN* **Solution Usage** 1

Description
How to program Auto Tray Switching (ATS).

Solution
To program ATS, perform the following:
1. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
2. Select copy mode and press the help key.
3. Select Key-Ope Mode.
4. Enter the 4 digit key operator password (if necessary).
5. Select Memory SW.
6. Using the up/down arrows, scroll down until Auto Tray Switch is selected.

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7. Press Edit until ON is displayed.
8. Using the up/down arrows, scroll down again until ATS/APS for the desired paper tray (Bypass, Tray 1, Tray 2, Tray 3, Tray 4) is highlighted.
9. Press Edit until ON is displayed.
10. Power the machine OFF/ON to return to the normal copy mode.

Solution ID TAUS0626140EN* **Solution Usage** 1

Description
COPY IN PROGRESS message when using the RADF only. Platen copying and internal tests print normally.

Solution
CAUSE: The machine's memory has become corrupt.

SOLUTION: Reset the machine to factory defaults. To reset memory to factory defaults, perform the following:
1. Enter the 25 mode (power the machine ON, while pressing the 2 and 5 keys).
2. Select Software SW.
3. Using the up/down arrows, scroll to address 3-4 (All Memory Reset).
4. Select OFF.
5. Power the machine OFF.
6. Enter the 47 mode (turn the machine ON, while pressing the 4 and 7 keys).
7. Enter 9, 2, press the START key, press the STOP/CLEAR key.
8. Enter 0, 9, 6, press the START key, press the STOP/CLEAR key.
9. Enter 0, 9, 3, and press the START key.
10. Power the machine OFF/ON.

Note: When the memory board is initialized, all data is deleted.

Solution ID TAUS0626155EN* **Solution Usage** 1

Description
DF314, E89-02 code when running spiral-punched (19-hole GBC) paper.

Solution
CAUSE: Paper specification limitation for the RADF.

SOLUTION: Running GBC punched paper through the document feeder is not recommended.

Solution ID TAUS0626216EN* **Solution Usage** 1

Description
F26-3 at power up.

Solution
PROBABLE CAUSES:
1. Abnormal output from TDS sensor (toner density sensor). TDS output ripple voltage failed to reach 0.5V DC.
Check the wires at the TDS sensor board for damage. Replace the TDS sensor (p/n 26NA88040) as needed.

2. The cleaning blade has flipped preventing the main motor from turning.
Use setting powder to prevent the cleaner blade from flipping.

Solution ID TAUS0626314EN* **Solution Usage** 1

Description
How to program the Mixed Original mode as a default at power up.

Solution
To program the machine to default to Mixed Original mode at power up, perform the following steps:
1. Press the [APPLICATION] button.
2. Select [SPECIAL ORIGINAL].
3. Select [Mixed Original] and press [OK].
4. In the upper right corner of the display panel press [JOB MEMORY].
5. Press [entry].
6. Press [OK].
7. Select #15 and press [OK].
8. Input the name of the job (i.e. mixed original).
9. Press [OK] twice and return to the main copy screen.
10. Enter the key operator mode (Power the copier OFF/ON while holding the HELP key)
11. Press the down arrow and select 12 [Memory SW].
12. Scroll down until Job Memory Recall is highlighted, press [EDIT] (to change the setting to ON), then press [RETURN].

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13. Power the unit OFF, then ON to exit the key operator mode.
14. Job memory #15 will now be recalled automatically when the power is turned ON, or when an auto reset occurs.
Note: When Mixed Original mode is defaulted ON in job memory #15, the machine will remain in Mixed Original mode for platen copying (with the ADF open). Mixed Original mode must be deselected when copying from the platen glass.

Solution ID TAUS0626372EN* **Solution Usage** 1

Description
E89-02 intermittently occurs at power up.

Solution
CAUSE: There is a loose connector at the RADFCB (p/n 13GL-9019).

SOLUTION: Reseat all connectors at the RADFCB.

Solution ID TAUS0626391EN* **Solution Usage** 1

Description
What is the document scanning time when using the Fax Kit?

Solution
The scanning time is 2.0 seconds.

Solution ID TAUS0626595EN* **Solution Usage** 1

Description
F26-03 displayed at power up and unable to perform L-detect.

Solution
CAUSE: Worn developer.

SOLUTION: Replace the developer (PCUA 950254).

Solution ID TAUS0626829EN* **Solution Usage** 1

Description
FK102, how many one-touch numbers can be programmed?

Solution
The FK102 can store up to 40 one-touch numbers. Additional another 200 numbers can be stored using the ABBR one-touch feature.

Solution ID TAUS0626833EN* **Solution Usage** 1

Description
Intermittently 46-11 occurs during copy mode.

Solution
CAUSE: The scanner motor (M2) failed.

SOLUTION: The scanner motor may power ON in 47 mode, however when it gets warm it may fail. Replace the M2 scanner motor (p/n 26NA80022) as needed.

Solution ID TAUS0626900EN* **Solution Usage** 1

Description
DB209, the gears do not align after installing the parts from DB209/210/409/410 Technical Bulletin #1, Gear Skipping - J16 Jams.

Solution
CAUSE: The parts are for the DB410 only.

SOLUTION: The parts can only be used with a DB410.
Notes:
1. See DB410 Technical Bulletin #1) for details.
2. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0627011EN* **Solution Usage** 1

Description
FK102, When Communications Journal is set to Daily, can the print time (9:00am) be changed?

Solution
This is a set time and can not be changed.

Solution ID TAUS0627109EN* **Solution Usage** 1

Description
Background on copies (more pronounced on the 2nd side).

Solution
CAUSE: Insufficient drum ground.

SOLUTION: Remove the Drum carriage from the machine. Remove the Drum shaft and the Drum bearing. Thoroughly clean the Drum bearing and shaft of any foreign material. Replace the Drum bearing as necessary (p/n 26NA20480).

Solution ID TAUS0627216EN* **Solution Usage** 1

Description
Intermittent 41-01 codes occur in the morning.

Solution
CAUSE: The DCPS has failed.

SOLUTION: Replace the DCPS (p/n 26NA84511).

Solution ID TAUS0627313EN* **Solution Usage** 1

Description
E89-01 codes intermittently. Main CB internal communication error.

Solution
CAUSE: System control firmware problem.

SOLUTION: Upgrade system control firmware to level 16.
Note: The latest firmware is available at [[http://www.konicabt.com/konicode/PubBrowser/eproms| URL http://www.konicabt.com/konicode/PubBrowser/eproms]].

Solution ID TAUS0627561EN* **Solution Usage** 1

Description
Only on the third copy, one inch of print would appear in the center of the copy.

Solution
CAUSE: The machine memory has failed.

SOLUTION: Power the machine OFF using both power switches and then unplug the machine for 1 minute. Power the machine ON and make test copies.

Solution ID TAUS0627599EN* **Solution Usage** 1

Description
Some PM kits (Item #950256) for the 7022 and 7130 may contain the wrong upper fuser roller.

Solution
CAUSE: The affected lot numbers for the PM kits are as follows: 421652M and 431751M.

SOLUTION: If you find kits containing upper fusing roller, p/n 26YF53030, please return the rollers together with a completed FTR form to the address below for free replacement with the correct upper fusing roller, p/n 26NA53030. Only the rollers will be exchanged, Do Not Send the entire PM kit. Replacement rollers will be shipped only after receipt of the wrong rollers. Please make sure to include your name, company name and the address on the FTR form to

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expedite the process.

Return the rollers together with a completed FTR form to the following address:
Konica Minolta Business Solutions, Inc.
550 Marshall Phelps Road
Windsor, CT 06095

Attention: Mahen Shukla Engineering C105

Solution ID TAUS0628408EN* **Solution Usage** 1

Description
FK102, TCR report shows the results, but faxed image is reduced or sometimes will be blank.

Solution
CAUSE: If faxing from the RADF, no image will show on the TCR report because the machine does not use the memory to send. The image being reduced is the operation of the machine.

SOLUTION: This is normal operation when using quick transmission faxing through the RADF. If image on the TCR is required then set the machine for memory transmission. To set the machine to memory transmission, perform the following:
1. Press ? (HELP) button.
2. Press Key-Ope button on the touchscreen.
3. Enter key operator passcode, if required.
4. Press FAX button on the touchscreen .
5. Press Tx/Rx mode set on the touchscreen.
6. Press Edit to select Memory Tx.
7. Press Back button twice.
8. Press Return.

Solution ID TAUS0628572EN* **Solution Usage** 1

Description
J50-03 occurs at power up.

Solution
CAUSE: The PRDB failed.

SOLUTION: To check the PRDB, perform the following:
1. Check MC1 registration clutch at CN29-B16 at the PRDB for 24V DC.
2. If there is no 24V DC at CN29-B16, then check CN20-1 and CN20-2 for 24V DC.
3. If there is 24V DC at CN20-1 and CN20-2, then replace the PRDB (p/n26NA-9022).

Solution ID TAUS0628691EN* **Solution Usage** 1

Description
How to perform the L-detect adjustment.

Solution
To perform the L-detect adjustment, perform the following:
1. Install toner cartridge.
2. Access the 36 mode (hold the 3 and 6 keys at sub-switch power ON).
3. Select 1. [HV adjustment]
4. Press the NEXT or BACK button to scroll to the L-detection adjustment screen.
5. Press the START button, on the LCD or the green START button on the keyboard. The developing motor will rotate during the adjustment period.
6. When the LCD indicates OK, the L-detect adjustment has completed successfully.
7. Power OFF/ON the sub-switch to return to normal copy mode.

Solution ID TAUS0628965EN* **Solution Usage** 1

Description
Is the overlay mode available on the model 7022?

Solution
No, the overlay mode is not available on the model 7022. However, the mode is available on the model 7130.

Solution ID TAUS0628979EN* **Solution Usage** 1

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Description
F81-02 displayed after replacing the CB (control board) and attempting to flash the firmware.

Solution
CAUSE: Incorrect CB was installed.

SOLUTION: The CB for this series of machines is not interchangeable. Install the correct CB (p/n 26WA-9300).

Solution ID TAUS0629030EN* **Solution Usage** 1

Description
Is Unimessage Pro available for the FK102?

Solution
Unimessage Pro utility is not a function used with the FK102.

Solution ID TAUS0629301EN* **Solution Usage** 1

Description
The image is stretched on the copies when using the ADF.

Solution
CAUSE: The ADF height was set too high.

SOLUTION: Lower the ADF height using the ADF height adjustment screws on the ADF hinges.

Solution ID TAUS0629484EN* **Solution Usage** 1

Description
Code 0004 during L detect.

Solution
CAUSE: No developer in developing unit.

SOLUTION: Put developer in developing unit, run L detect again.
SPECIAL NOTE: Solution provided by EVAN CLARK, IMAGE SYSTEMS FOR BUSINESS, INC

Solution ID TAUS0629614EN* **Solution Usage** 1

Description
Intermittent J32-02 during copy mode.

Solution
CAUSE: The engine restart timing was incorrect.

SOLUTION: To set engine restart timing perform the following:
To adjust the restart timing, perform the following:
1. Enter the 36 mode (turn the machine ON, while pressing the 3 and 6 keys).
2. Select [2. Timing adj.].
3. Select [2. Restart timing].
4. Using the arrows in the upper right corner of the touchscreen, scroll to the desired restart timing to adjust.
5. Using the key pad on the touchscreen enter the desired value. Setting ranges are from (-127 to +127).
6. On the touchscreen press [SET].
7. On the touchscreen press [COPY].
8. Press the START button to make a copy.
9. Using the key pad on the operation panel press and hold the (*) key, and then press the (#) key to return to the adjustment mode.
10. Repeat steps 5-9 until proper adjustment is achieved.
11. Power the machine OFF/ON to exit the 36 mode..

Solution ID TAUS0630299EN* **Solution Usage** 1

Description
DF314, important firmware version information.

Solution
ADF serial number, DF Control Board, firmware version and model compatibility matrix .

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Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0630646EN* **Solution Usage** 1

Description
J11 during paper feed and abnormal noise.

Solution
See Bulletin Number 4944 .
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0638742EN* **Solution Usage** 1

Description
FK102, PLEASE CHECK FAX CONNECTION message when fax is selected.

Solution
CAUSE: The fax control board failed.

SOLUTION: Replace the fax control board (p/n 13NV-9010).

Solution ID TAUS0639571EN* **Solution Usage** 1

Description
PLEASE LOAD 8.5x11 PAPER message with print jobs using 8.5x11 paper.

Solution
CAUSE: ATS/APS is disabled for the tray containing 8.5x11 paper.

SOLUTION: To enable ATS/APS for the tray containing 8.5x11 paper, perform the following:
1. Power the copier ON.
2. Press the [HELP] key.
3. Touch [Key-Ope mode] on the touchscreen.
4. Touch [1. System/copier] on the touchscreen.
5. Touch the down-arrow located on the lower left corner of the touchscreen.
6. Touch [12. Memory SW] on the touchscreen.
7. Touch the down-arrow located on the right side of the touchscreen five (5) times [Auto tray switch] will be highlighted. Repeatedly, touch [EDIT] until [ON] is displayed as the setting selection.
8. Touch the down-arrow on the right side of the touchscreen three (3) times [ATS/APS (Bypass)] will be highlighted. Repeatedly, touch [EDIT] until the setting selection displayed is [ON] (ATS/APS enabled for the bypass), or [OFF] (ATS/APS disabled for the bypass) as desired by the customer.
9. Touch the down-arrow on the right side of the touchscreen [ATS/APS SW(Tray 1)] will be highlighted. Repeatedly, touch [EDIT] until the setting selection displayed is [ON] (ATS/APS enabled for Tray 1), or [OFF] (ATS/APS disabled for Tray 1) as desired by the customer.
10. Touch the down-arrow on the right side of the touchscreen [ATS/APS SW(Tray 2)] will be highlighted. Repeatedly, touch [EDIT] until the setting selection displayed is [ON] (ATS/APS enabled for Tray 2), or [OFF] (ATS/APS disabled for Tray 2) as desired by the customer.
11. Touch the down-arrow on the right side of the touchscreen [ATS/APS SW(Tray 3)] will be highlighted. Repeatedly, touch [EDIT] until the setting selection displayed is [ON] (ATS/APS enabled for Tray 3), or [OFF] (ATS/APS disabled for Tray 3) as desired by the customer.
12. Touch the down-arrow on the right side of the touchscreen [ATS/APS SW(Tray 4)] will be highlighted. Repeatedly, touch [EDIT] until the setting selection displayed is [ON] (ATS/APS enabled for Tray 4), or [OFF] (ATS/APS disabled for Tray 4) as desired by the customer.
13. Touch [RETURN] three (3) times to return to the normal copy mode.

Solution ID TAUS0639625EN* **Solution Usage** 1

Description
F28-1 at power up.

Solution
CAUSE: Charging error EM detect signal was read 3 times at 100msec intervals at machine intialization.

SOLUTION: Check the charge corona (p/n 26WA-2500), for arcing or poor connection. Check HV1 (p/n 26NA84011) connections and ground of HV, developing unit and the right side door HV casing for any arcing. Check PRDB (p/n 26TA-9021), CN27-4 for 24V DC while in idle or in the 47 mode w/o input.

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Solution ID TAUS0640899EN* **Solution Usage** 1

Description
How to sort or group without a finisher and RADF installed.

Solution
To sort or group without a finisher and RADF installed, perform the following:
1. Install 8.5x11 paper in one paper tray and 8.5x11R in another.
2. Press the APPLICATION button on the operation panel.
3. Press STORE MODE then OK on then LCD.
4. Press the OUTPUT button on the operation panel.
5. Select the desired output mode from the LCD.
   GROUP
   ROTATION + GROUP
   ROTATION + SORT
6. Place an original on platen glass and select a desired print quantity.
7. Press SCAN, on the LCD, to scan originals into memory.
8. Place additional originals on the platen glass and scan those into memory by pressing SCAN again.
9. Press the START button to start the copy job.

Notes:
a. GROUP mode copies each original page in amounts determined by the print quantity setting then outputs grouped sets normally.
b. ROTATION GROUP mode rotates every other grouped sets by 90ø upon exit, provided 8.5x11 is installed in one paper and 8.5x11R is loaded in another paper tray.
c. ROTATION SORT mode rotates every other sorted set by 90ø upon exit, provided 8.5x11 is installed in one paper and 8.5x11R is loaded in another paper tray.

Solution ID TAUS0643328EN* **Solution Usage** 1

Description
F52-3 intermittently.

Solution
CAUSE: FM4 internal cooling fan error, EM detect signal detected 5 times at 100msec intervals.

SOLUTION: Check for any obstruction on left side below the FS107 or replace FM4 (p/n 26NA80510).
Note: The FM4 is the front fan and FM5 is the rear fan opening for Developing suction fan, both use same part number.

Solution ID TAUS0644072EN* **Solution Usage** 1

Description
FK102, 'Please load A4R' message when receiving.

Solution
CAUSE: Destination switchover in the dipswitches is set incorrectly for metric or Japan.

SOLUTION: Access the 25 mode and select 1. Software dipswitches. 5-0 to 1 and 5-1 to 0 for (inch).

Solution ID TAUS0651562EN* **Solution Usage** 1

Description
Microsoft®-certified printer drivers - PCL, PostScript, PostScript (P)and PostScript (V).

Solution
The Konica Minolta Microsoft®-certified printer driverscan bedownloaded fromthe Konica Minolta Download Selector. Access the Selector from the the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
These drivers will be shown as a WHQL (W indows H ardware Q uality L abs)Download.
Access the Download Selector and type WHQL in [Find downloads:],then click on Search->.

Solution ID TAUS0601637EN* **Solution Usage** 0

Description
FS107, J72-19 or J72-21 when printing on small size paper (5.5x8.5R).

Solution
CAUSE: When printing a large volume of small size paper, M706 (tray up/down motor) does not move the finisher tray down.

SOLUTION: This problem was resolved with new level firmware. Install level 23 (or higher) finisher firmware.

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Note: The latest Firmware is available at [[http://www.konicabt.com/konicode/PubBrowser/eproms|

URL http://www.konicabt.com/konicode/PubBrowser/eproms]].

Solution ID TAUS0602380EN* **Solution Usage** 0

Description
Can not copy small originals.

Solution
CAUSE: Incorrect dip switch settings.

SOLUTION: Change DIP SW 7-3 to a 1 and DIP SW 21-3 to a 1.

SPECIAL NOTE: Solution provided by Bill Scheske, Milwaukee Office Products.

Solution ID TAUS0617905EN* **Solution Usage** 0

Description
How to adjust the touchscreen sensitivity.

Solution
To adjust the touchscreen sensitivity, perform the following:
1. Power the copier OFF.
2. Access the Key Operator Mode (power the copier ON, while pressing the HELP key).
3. Touch [10. Touch panel adj] on the touchscreen to access the control panel adjustment screen. Note: If the touchscreen is so far out of adjustment that there is no response when touching [10. Touch panel adj], the control panel adjustment can be accessed by touching any numeric key on the key pad. Two plus symbols (+) should be visible on the screen.
4. Touch [+] at the upper right corner lightly with a touch pen (something with a round tip made of resin is recommended).
5. Touch [+] at the lower left lightly with a touch pen.
6. Ensure the X coordinate and the Y coordinate displayed in the message area fall within the standard values. The acceptable values are on the second line.
7 If the values are not within acceptable parameters, repeat Steps 3 and 4 until the values are acceptable.
8. As verification of a correct adjustment, touch the blank box in the upper left and lower right corners of the touchscreen. Do not touch the box labeled [CHECK]. You should hear a beep tone for each one. If a beep tone is not heard, repeat the adjustment.
9. Press the START key when the adjustment procedure is completed.
10. Power the copier OFF/ON to exit the Key Operator Mode.

Solution ID TAUS0619005EN* **Solution Usage** 0

Description
FK102, how long will the battery back up retain data stored in memory when power is interrupted?

Solution
When power is interrupted, the FK102 will retain data in memory for 60 minutes when the batteries are fully charged.

Solution ID TAUS0619042EN* **Solution Usage** 0

Description
Front-to-rear zoning varies when copying from the platen glass, document feeder and internal test charts.

Solution
CAUSE: Incorrect position of the universal tray side guides.

SOLUTION: To properly load paper in the universal trays perform the following:
1. Withdraw the paper tray.
2. Stack the paper with the curl side up.
3. While pressing the release knob, move the side guide plate against the paper.
4. Push the paper tray until it locks into place.
Notes:
1. Do not load paper above the red line on the side guide plate.
2. Be sure that the rear paper guide plate is correctly positioned according to the paper size loaded, otherwise machine trouble may occur.

SPECIAL NOTE: Solution provided by Jim Wood, KBT Orlando.

Solution ID TAUS0619079EN* **Solution Usage** 0

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Description
DF314, jamming and damaged originals.

Solution
CAUSE: Conveyance guide part (p/n 13GL45100) has loosened or has broken.

SOLUTION: Inspect the conveyance guide part for damage. Replace as necessary. If part is not broken and is loose, adjust to proper position and tighten the holding screw.

Solution ID TAUS0619218EN* **Solution Usage** 0

Description
Drive belt tension roller parts change.

Solution
A manufacturing change has been made to the belt tension roller and the roller installation shaft. The current and new style parts cannot be mixed. The old style belt tension roller (p/n 540015162) sits on a stepped installation shaft. The new style belt tension roller (p/n 26NA17610) sits on a straight installation shaft. The roller installation shaft is not a spare part.
Notes:
1. When replacing the belt tension roller, check the shape of the roller installation shaft and use the appropriate belt tension roller.
2. Machines at or above serial number 26NE29024 are equipped with the new style parts.

Solution ID TAUS0619456EN* **Solution Usage** 0

Description
FK102, E86-04 error when receiving.

Solution
CAUSE: After receiving a dial-in telephone call, the external TEL was off-hooked, and a R79 error occurred on the next data reception. This problem has been recognized with FK 102 firmware level 10 and 11.

SOLUTION: Upgrade FK102 firmware to level 12.

Solution ID TAUS0619464EN* **Solution Usage** 0

Description
FK102, R77 error when receiving JBIG files.

Solution
CAUSE: The process for reception data completes before the page end command is received. This problem has been identified with FK102 firmware level 11.

SOLUTION: Upgrade the FK102 firmware to level 12.
Note: With the FL102 installed, data is always processed after data reception is complete, therefore, the above failure will not occur with a FL102 installed.

Solution ID TAUS0619480EN* **Solution Usage** 0

Description
FK102, when entering Abbr. data, there is no Abbr. [Ext line] key function as described in the Instruction Manual.

Solution
CAUSE: With the addition of dual line fax support (FL102) for the FK102, the Abbr. [Ext line] key function has been removed.

SOLUTION: To add an external line code to an Abbr. number, manually add the external line code to the Abbr. data.

Solution ID TAUS0619649EN* **Solution Usage** 0

Description
Can the DF314 pressure hinge be tightened?

Solution
The DF314 hinge pressure can not be tightened. If the DF314 feeder is not staying in the upright position correctly, and is falling onto the platen glass, replace the pressure hinge (p/n 13GL10110).

Solution ID TAUS0619696EN* **Solution Usage** 0

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Description
'PRINTING IS PROHIBITED' message and the print job is aborted.

Solution
CAUSE: Software switch 17-3 (host printing cannot be performed when a key counter is installed) is enabled with no key counter installed.

SOLUTION: Disable software switch 17-3 (host printing cannot be performed when a key counter is installed). To disable software switch 17-3 perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Select [1. SOFTWARE SW].
4. Using the up/down arrows, scroll to software switch 17-3.
5. Select OFF.
6. Power the copier OFF/ON to return to normal copy mode.

Solution ID TAUS0619729EN* **Solution Usage** 0

Description
PC-FAX Tx Error Report is not displayed in the Report Output Set menu in the Key Operator Mode.

Solution
CAUSE: Hard disk (HDD-107) has not been installed. PC-FAX Tx Error Report can only be generated with a HDD installed.

SOLUTION: Install HDD-10 (PCUA # 950258).

Solution ID TAUS0619854EN* **Solution Usage** 0

Description
FS107, J20-3 codes while making sorted copies.

Solution
CAUSE: The finisher is not seated securely, causing partial connection.

SOLUTION: Power OFF the main body and then remove the FS107. Examine covers for protruding screws or damaged covers.

Solution ID TAUS0619860EN* **Solution Usage** 0

Description
FS107, J20-6 intermittently when making copies.

Solution
CAUSE: The finisher front door is opening during copying. The door actuator is not properly contacting the interlock switch.

SOLUTION: Repair or reform door actuator. Repair or replace the interlock switch (p/n 12QR86010) as needed.

Solution ID TAUS0619866EN* **Solution Usage** 0

Description
FK102, how to disable the modem speaker.

Solution
To disable the speaker, perform the following:
1. Access the Key Operator Mode (press HELP, then touch Key Ope mode at the left front of touch screen and then enter Password if necessary).
2. Touch 2. FAX from the Key Operator Mode screen.
3. Touch Line Parameter Set from the Fax Initial Setting menu screen.
4. Use the UP and DOWN arrows to select Line Monitor Audio.
5. Touch EDIT to switch from ON to hear transmissions, or OFF based on customer demand.

Solution ID TAUS0619988EN* **Solution Usage** 0

Description
FS107, intermittent J72-21 or area 10 jams displayed during idle.

Solution
CAUSE: If the user removes paper from the stack position before it has completely exited, a J72-21 occurs.

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SOLUTION: Upgrade FS107 firmware to level 23 (or later).

Solution ID TAUS0620023EN* **Solution Usage** 0

Description
Toner packing in the toner recycling unit.

Solution
CAUSE: Cooling capability around the drum carriage is diminished due to a dust build up on the dust proof filter for the cooling fan (FM4).

SOLUTION: Clean the dust from the dust proof filter for the cooling fan located on the left side of the machine.
Note: Clean dust proof filter for the cooling fan every PM (100,000 copies).

Solution ID TAUS0620094EN* **Solution Usage** 0

Description
Unable to adjust the touchscreen sensitivity.

Solution
CAUSE: Failure of the touchscreen.

SOLUTION: Replace the touch key board (p/n 26NA87520).

Solution ID TAUS0620125EN* **Solution Usage** 0

Description
FK102, unable to select One-Touch keys 21 through 40.

Solution
CAUSE: Program Entry Data was not initialized at setup.

SOLUTION: To initialize Program Entry Data on the FK102, perform the following:
1. Press the HELP button.
2. Press KEY-OPE mode in lower left-hand corner.
3. Press FAX.
4. Press SPECIAL SET.
5. Enter passcode 9272 and press OK.
6. Press INITIALIZATION.
7. Press PROGRAM ENTRY DATA. Press OK.
8. Press YES to confirm.
9. Press BACK until you return to the normal mode.

Solution ID TAUS0620156EN* **Solution Usage** 0

Description
FS107, stapler cartridge lever (green release) part number.

Solution
The stapler cartridge lever (p/n 120H99010) is not listed in the Parts Catalog..

Solution ID TAUS0620311EN* **Solution Usage** 0

Description
Unable to use the Interrupt button on the operation panel or RESERVE on the LCD.

Solution
CAUSE: Incorrect software dipswitch setting in the 25 mode.

SOLUTION: To verify 25 mode software dipswitch settings, perform the following:
1. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
2. Select [1. SOFTWARE SW].
3. Using the up/down arrows, scroll to software switch 4-6.
4. Select OFF.
5. Power the copier OFF/ON to exit the 25 mode.

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Solution ID TAUS0620489EN* **Solution Usage** 0

Description
IP422, not recognized by the main body.

Solution
CAUSE: The IP422 has been disabled by the faulty part isolation setting in the 25 mode.

SOLUTION: To enable the IP422, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON while simultaneously pressing the 2 and 5 keys).
3. Select option [1. SOFTWARE SWITCH].
4. Scroll to dipswitch 19-0.
5. Set to 0 by selecting OFF.
6. Power the copier OFF/ON using SW1 (Main power switch) to return to normal copy mode.

Solution ID TAUS0620505EN* **Solution Usage** 0

Description
When performing a Scan to E-mail, the time listed on the transmitted email is not correct and is always a few hours off.

Solution
CAUSE: The Time Difference setting within Key-Ope mode is not set correctly.

SOLUTION: To set the System Time, perform the following:
1. Enter the Key Operator mode by pressing the Help key while in Copy Mode.
2. In the lower left corner of the LCD, select Key-Ope mode.
3. Press System /Copier.
4. Press System Initial.
5. Press Time.
6. Input the local time under Set time.
7. Under Diff. In Time, input the difference in the local time from Greenwich Mean Time (GMT). For example, Eastern Time Zone is -0500 hours from GMT.
8. Press OK and the Return until the unit is in Copy Mode. Verify operation.

Solution ID TAUS0620661EN* **Solution Usage** 0

Description
DF314, the White Chart used for the RADF original scanning density adjustment is missing at machine setup.

Solution
CAUSE: The White Chart is no longer included with the DF314.

SOLUTION: The White Chart is a spare part (p/n 13GL97100) and can be purchased as necessary. The White chart is a necessary test chart when performing the RADF original scanning density adjustment. Order the White chart as a spare part and reuse it if it is not damaged or dirty.

Solution ID TAUS0620677EN* **Solution Usage** 0

Description
Black areas or lines on copies when using the non-image area erase mode.

Solution
CAUSE: The read process is recognizing an external light source.

SOLUTION: To improve the operation of this application, perform the following:
1. Access the 25 mode (turn the machine ON, while pressing the 2 and 5 keys).
2. Select option 1 (Software SW).
3. Scroll to dipswitch 7-0 and set to OFF (0).
4. Scroll to dipswitch 8-0 and set to ON (1).
5. Power the machine OFF/ON to exit the 25 mode.

Solution ID TAUS0620729EN* **Solution Usage** 0

Description
When registering a job selecting 2-in-1, Memory copy, and Zoom to job memory, Zoom is canceled.

Solution
This problem has been corrected with special ROM control firmware version 13-CHTO (filename 7022m13cht0p.exe).
Notes:

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1. 7022 level 13 CHT0P firmware enhancement list in Adobe* Acrobat* format.
2. The latest firmware is available at [[http://www.konicabt.com/konicode/PubBrowser/eproms| URL http://www.konicabt.com/konicode/PubBrowser/eproms]].

* Trademark ownership information

Solution ID TAUS0620847EN* **Solution Usage** 0

Description

FK102, can a fax be received without the key counter installed?

Solution

A fax can be received without the key counter installed. To enable this feature, perform the following:
1. Select Copy Mode and press the 'Help' key.
2. Select 'Key-Ope Mode'.
3. Enter 4 digit key operator password (if necessary).
4. Select 'FAX'.
3. Select 'Special Set'.
4. Enter 9, 2, 7, 2.
5. Press 'OK'.
6. Select 'Function Parameter Setting'.
7. Select 'System'.
8. Use the up/down arrows, scroll until 'Print w/o Key Counter Not Valid' is highlighted.
9. Press Edit until 'Valid' is displayed.
10. Power the machine OFF/ON.

Solution ID TAUS0621047EN* **Solution Usage** 0

Description

IP422, is PC-Fax supported when printing in a Macintosh* environment?

Solution

PC-Fax functions are not available when printing in a Macintosh environment. PC-Fax functions are available (using the PCL* driver or PostScript* visual driver) for the following operating systems:
Windows* 95
Windows 98
Windows Me
Windows NT 4.0
Windows 2000
Windows XP

* Trademark ownership information

Solution ID TAUS0621239EN* **Solution Usage** 0

Description

FK102, how to send more than 50 originals (the limit of the RADF).

Solution

To send more than 50 originals, perform the following:
1. Depress the fax button on the operation panel.
2. Place the first stack of originals in the RADF.
3. Enter the destination fax number.
4. Press the scan button on the fax touch screen.
5. If more originals need to be sent, reload the RADF and press scan again.
6. When all originals have been scanned press the start button to send.

Solution ID TAUS0621248EN* **Solution Usage** 0

Description

Change of fixing plate and support shaft.

Solution

See Mod Notice #M20020213A0 for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0621269EN* **Solution Usage** 0

Description
FK101, how to send more than 50 originals (the limit of the RADF).

Solution
To send more than 50 originals, perform the following:
1. Depress the fax button on the operation panel.
2. Place the first stack of originals in the RADF.
3. Enter the destination fax number.
4. Press the scan button on the fax touch screen.
5. If more originals need to be sent, reload the RADF and press scan again.
6. When all originals have been scanned press the start button to send.

Solution ID TAUS0621322EN* **Solution Usage** 0

Description
Bluetooth* wireless printing available.

Solution
Konica Minolta recommends ANYCOM Bluetooth Products. Bluetooth wireless printing users have the ability to print high quality images from laptops, tablets, PDAs or desktop PCs without the need for line-of-sight from up to 30-100 feet away.
A Bluetooth [[PC Card|URL http://techweb.konicabt.com/tpm/media/AnyCom_PC_Card.pdf]] or [[USB adapter|URL http://techweb.konicabt.com/tpm/media/AnyCom_USB_adapt.pdf]] is installed as the transmitting device on the laptop, tablet, PDA or desktop PC and a [[Printer Module|URL http://techweb.konicabt.com/tpm/media/AnyCom_Printer_adapt.pdf]] (receiver) is installed on the parallel port of the print device. Using standard printer drivers, print jobs may be sent directly to the printer from these devices.
Bluetooth is the ideal solution for mobile professionals or the business traveler, allowing them to print to virtually any printer with a parallel port. Bluetooth can also be a huge convenience for print-for-pay customers when time is of the essence. Vendors providing print-for-pay services can equip a printer with the printer module and either loan the
USB or PC Card adapter to the customer, or allow them to purchase the adapters. This eliminates the inconvenience of having to save to floppy disk or CD-R, the potential for
viruses and associated cost when using rental PCs, and the need to wait in line during peak periods to use these services. It also eliminates formatting problems that can be
encountered when using different versions of word processing and spreadsheet programs.
Notes:
1. Bluetooth print devices use a standard Centronics* interface. Certain external print controllers utilize a DB25 interface. A DB25-to-Centronics adapter is required for Bluetooth printing on these devices and must be purchased from a third- party supplier.
2. To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0621335EN* **Solution Usage** 0

Description
Key Counter now available as an Item Number.

Solution
See Info Source Bulletin #20a-03 for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0621358EN* **Solution Usage** 0

Description
FS107, J72-16 when feeding 5.5x8.5R paper.

Solution
CAUSE: When using 5.5x8.5R paper, the edge of the paper may touch the rib of the conveyance open/close plate causing a jam.

SOLUTION: To prevent the 5.5x8.5R paper from jamming, conveyance guide sheet/A (p/n 13GQ45940) has been newly established. Install the conveyance guide sheet/A as needed.

Solution ID TAUS0621454EN* **Solution Usage** 0

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Description
F46-11 shortly after power up.

Solution
CAUSE: The platen glass is not properly positioned, which results in a failed white reference reading from the white reference plate attached beneath the glass stopper plate.

SOLUTION: To inspect the white reference sheet, perform the following:
1. Power the copier OFF.
2. Remove the right side panel.
3. Remove the platen glass. Inspect the white reference plate, which is attached beneath the glass stopper plate. Ensure that it is properly positioned and clean.
4. Reinstall the platen glass and power the copier ON.

Solution ID TAUS0621458EN* **Solution Usage** 0

Description
F46-11 shortly after power up.

Solution
CAUSE: A loss of 24V DC to the scanner drive board from the DCPS1.

SOLUTION: To confirm the loss of 24V DC check CN50-1, CN50-2, and CN50-3 on the scanner drive board. All three should have 24V DC supplied by CN6-2, CN6-4, and CN6-6 of the DCPS1. Replace the DCPS1 (p/n 26NA84510) as needed.

Solution ID TAUS0621469EN* **Solution Usage** 0

Description
DF314, parts changes.

Solution
CAUSE: There have been minor changes made during production of the DF314.

SOLUTION: A DF314 Parts Catalog, 3rd Edition, September 2002 is available on the KBT web site that contains the latest changes.
Notes:
1. At this time a serial number cut in, and parts reference comparison is not available.
2. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0621596EN* **Solution Usage** 0

Description
MU413 inventory depletion.

Solution
Inventory of MU413 memory (256 MB) has been depleted. See Info Source Bulletin #30-03 for details.
7022/7130 System Configurator .
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0621620EN* **Solution Usage** 0

Description
Peripheral and Accessory Reference List.

Solution
See Technical Operations Bulletin #A2 D3 (Peripheral and Accessory Reference List) for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0621696EN* **Solution Usage** 0

Description
IP423 NIC, how to FTP Print via the internal NIC.

Solution
To FTP Print via the internal NIC in the IP422 or IP423, perform the following:
1. From a workstation on the network select the DOS command prompt screen and go to the DOS prompt.
2. Type 'FTP' and then press 'Enter'.
3. Type 'open ' and then press 'Enter'. The display will show:
   User (IP address of the device): (none)):
4. Type 'PORT1' and then press 'Enter'. The display will show:
   230 User name Okay, logged in.
5. Type 'lcd' and then press 'Enter'. The display will show:
   Local directory now C:\.
6. Type 'put ' and then press 'Enter'.
7. The file will print immediately. The display will show:
   200 Port command OK."
   150 About to open connection.
   226 file transferred.

Notes:
1. The internal NIC must be at least version 6.29a
2. Only FTP via a DOS command prompt works.
3. The file must be located on the workstation's drive and must be one of the following types: txt, prn, pcl or ps. Only these file types are printer ready files and will print correctly.

* Trademark ownership information

Solution ID TAUS0621717EN* **Solution Usage** 0

Description
What is the part number for the ADU door lock shaft?

Solution
The part number for the ADU door lock shaft is 26NA50100.

Solution ID TAUS0621736EN* **Solution Usage** 0

Description
IP422 NIC, how to FTP Print via the internal NIC.

Solution
To FTP Print via the internal NIC in the IP422 or IP423, perform the following:
1. From a workstation on the network select the DOS command prompt screen and go to the DOS prompt.
2. Type 'FTP' and then press 'Enter'.
3. Type 'open ' and then press 'Enter'. The display will show:
   User (IP address of the device): (none)):
4. Type 'PORT1' and then press 'Enter'. The display will show:
   230 User name Okay, logged in.
5. Type 'lcd' and then press 'Enter'. The display will show:
   Local directory now C:\.
6. Type 'put ' and then press 'Enter'.
7. The file will print immediately. The display will show:
   200 Port command OK."
   150 About to open connection.
   226 file transferred.

Notes:
1. The internal NIC must be at least version 6.29a
2. Only FTP via a DOS command prompt works.
3. The file must be located on the workstation's drive and must be one of the following types: txt, prn, pcl or ps. Only these file types are printer ready files and will print correctly.

* Trademark ownership information

Solution ID TAUS0621742EN* **Solution Usage** 0

Description

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IP422 NIC, how to print using the web utility.

Solution

To print using the web utility, perform the following:
1. Open the web browser on the PC and clear the command line.
2. Type the TCP/IP* address of the NIC/printer that you want to receive the print job.
3. 'Web Utilities Version 3' will appear on the monitor's display.
4. Click on the 'Network Setup' button and then click on 'Network Print Options'.
5. Select the file to be printed.

Note: The files must be printer ready files such as .txt or .prn files (not .tif or .pdf files). You can browse to the file. The file can be a local file or from a remote server.
6. Type 'sysadm' in lowercase as the password.

Note: If you send a .prn file it will select the various print options you have selected in the driver.

* Trademark ownership information

Solution ID TAUS0622082EN* **Solution Usage** 0

Description

Poor scanning quality.

Solution

CAUSE: The scanner dpi setting is set to the default 200dpi setting.

SOLUTION: To change the default scanner dpi setting, perform the following:
1. Select copy mode and press the help key.
2. Select Key-Ope Mode.
3. Enter 4 digit key operator password (if necessary).
4. Select Printer.
5. Scroll down until Scan Quality is highlighted.
6. Select Edit until the desired dpi setting is selected (200dpi/300dpi/400dpi/600dpi).
7. Power the machine OFF/ON to exit the Key Operator Mode.

Solution ID TAUS0622188EN* **Solution Usage** 0

Description

Unable to remove one inch deletion on the lead edge of copy.

Solution

CAUSE: There is a difference in height of the v-mirror from the front to the rear.

SOLUTION: To correct the height of the v-mirror, perform the following:
1. Remove the platen glass.
2. Pull the v-mirror to the right until the v-mirror is clearly visible.
3. Reinstall the platen glass (with the glass edge) over the v-mirror frame.
4. Measure the distance of the v-mirror to the glass on the front side and then the rear side.
5. If there is a difference, reform either the front or rear bracket that appears to be deformed.

Solution ID TAUS0622447EN* **Solution Usage** 0

Description

DB209, J82 when feeding from Tray 3 and Tray 4.

Solution

CAUSE: Incorrect drawer base installed.

SOLUTION: Install the DB210 (PCUA 950351).

Note: The DB209 in compatible with the 7020/7030/7025 models only.

Solution ID TAUS0622463EN* **Solution Usage** 0

Description

F81-02 after replacing the CB (control board) and attempting to flash the firmware.

Solution

CAUSE: Incorrect CB was installed.

SOLUTION: The CB for this series of machines is not interchangeable. Install the correct CB (p/n 26WA-9300).

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Solution ID TAUS0622575EN* **Solution Usage** 0

Description
Jamming or varying lead edge from all paper trays.

Solution
CAUSE: Worn or dirty resist clutch.

SOLUTION: Replace the resist clutch (p/n 26NA82010).

Solution ID TAUS0622603EN* **Solution Usage** 0

Description
FS107, stapled sets are not properly aligned.

Solution
CAUSE: The mylar alignment sheet attached to the front paper positioning plate is deformed, causing a restriction to the proper paper movement during the stacking operation.

SOLUTION: To check the mylar sheet attached to the front paper positioning plate, perform the following:
1. Power the copier ON and select the staple mode.
2. Open the finisher front door and cheat the door interlock.
3. Observe the paper movement during the reverse feeding and stacking operation. Ensure that the paper slides smoothly under the Mylar sheet attached to the front paper positioning plate. Reform the Mylar sheet, or replace the front paper positioning plate (p/n 13GQ-6150) as necessary.

Solution ID TAUS0622651EN* **Solution Usage** 0

Description
F52-2 at power up.

Solution
CAUSE: Failed FM2 (fixing cooling fan).

SOLUTION: Replace FM2 (p/n 26NA80510) as needed.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0622686EN* **Solution Usage** 0

Description
PRESS START TO RESTART is displayed when a print job is sent while the mainbody is in Power Save Mode.

Solution
CAUSE: This issue is only seen when a fax kit is installed and is due to a bug in the earlier mainbody control program file.

SOLUTION: Please download and install the revised mainbody control ROM from the Konica FTP site .

7022
File Name: 26wec014cim0p.exe
Category: Special ROM
Spec: USA
Program Type: System control(C)
Version: C0 Ver.14 CIM0
Rewriting procedure: ISWTrns
File Type: Divided

Solution ID TAUS0622695EN* **Solution Usage** 0

Description
When using Adobe* Acrobat* Pro version 6x, DG DAT MSG OUT OF EXPECTED SEQUENCE message while attempting to retrieve .tif files from the network scanner using the Konica Minolta TWAIN driver version 1.04. After this message, only the first page of a multiple page file is retrieved.

Solution
CAUSE: Early version Konica Minolta TWAIN network scanner driver is installed.

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SOLUTION: Use minimum version 1.11 Konica Minolta TWAIN driver (the latest version is recommended). The driver can be downloaded from the Konica Minolta FTP site or from the [[Konica Minolta website driver database| URL http://kmbs.konicaminolta.us/eprise/main/KMBS/Support_Center/Home]]. When installed, this driver will replace the currently installed TWAIN driver on the Microsoft* Windows workstation.

Trademark ownership information

Solution ID TAUS0622720EN* **Solution Usage** 0

Description
Recommended transparency, 7022.

Solution
The standard Konica transparency (PCUA 946427) is recommended. This transparency is equivalent to the 3M* type PP2500 (688/503).

* Trademark ownership information

Solution ID TAUS0622770EN* **Solution Usage** 0

Description
The scanner slams into the right side of the machine, when using the book copy mode or when pre scanning an 11x17 original.

Solution
CAUSE: The drum clock was set to -20, causing the scanner to extend its pre scan range.

SOLUTION: Adjust the drum clock to the positive side of zero.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0622844EN* **Solution Usage** 0

Description
Microsoft* Windows 2003 Server printer driver support, 7022.

Solution
Microsoft Windows 2003 Server printer driver support list. .
Notes:
1. The latest version print driver is available for download from the [[Support & Drivers| URL http://kmbs.konicaminolta.us/eprise/main/KMBS/Support_Center/Home]] section on the public web site or the [[Konica Minolta FTP site| URL ftp://kbtdigital:kx15@ftp.konicabt.com]].
2. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0622891EN* **Solution Usage** 0

Description
How to add toner, 7022.

Solution
To add toner, perform the following:
1. Open the machine front door. Unlock and open the toner bottle cover.
2. Withdraw the toner bottle, and then turn it clockwise to position the (up arrow) mark at the top.
3. Fully withdraw the toner bottle strait toward the front and remove the bottle.
4. Remove the cap of the new toner bottle.
5. Insert the new toner bottle into the machine, positioning the (up arrow) mark at the top.
Note: Be sure the (up arrow) mark on the toner bottle is shown on the top; otherwise the toner bottle cannot be set properly.
6. Close and lock the toner bottle cover then close the machine front door.
Note: The toner bottle cover cannot be locked if the toner bottle is not set in place.

See the 7022/7130 User's Manual, pages 10-2 to 10-4 for information on adding toner. .
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0623052EN* **Solution Usage** 0

Description
Safety label regarding clearing fixing unit jam.

Solution
To prevent injury when clearing a fusing unit paper jam, two safety labels (a caution and arrow label) are available that warn the operator of the high temperature area of the fusing unit. The caution label provides notice of the high temperature area and the arrow label identifies the area of concern. Both labels must be applied as shown in Safety Bulletin #64a .
Notes:
1. [[Link for internal use only| RUN v:\PDFfiles\AcroRd32.exe v:\PDFfiles\internal_link008.pdf]]
2. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0623298EN* **Solution Usage** 0

Description
Is the FK101 compatible with the model 7022?

Solution
The FK101 (Item# 950227) is compatible with the model 7130.

Solution ID TAUS0623624EN* **Solution Usage** 0

Description
Dust proof cover for Lower Paper Feed Unit now available.

Solution
To shield the torque limiters of the double feed prevention rollers located in the lower paper feed unit from dust that drops from above, a dust proof cover (mylar sheet) is now affixed to the lower paper feed (PF) unit frame, directly above the double feed (DF) prevention mechanism. See 7020/7022/7025/7030/7035/7130/7135 Technical Bulletin #14 for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0623711EN* **Solution Usage** 0

Description
How to enable jam code display.

Solution
To enable jam code display, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1. Software SW] on the touchscreen.
4. Scroll to software switch 10-7 using the arrow keys.
5. Set 10-7 to ON.
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0623744EN* **Solution Usage** 0

Description
Unable to copy from the platen. A constant 'Align Original on RADF Unit' message is displayed.

Solution
CAUSE: PS304 (RADF open/close detect PS) is continuously being actuated.

SOLUTION: Inspect PS304 actuator for any obstructions (i.e. tape, sticky notes, etc.).

Solution ID TAUS0623884EN* **Solution Usage** 0

Description

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DF314, Paper feed tray shape change.

Solution

See DF314 Technical Bulletin #2 for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0624238EN* **Solution Usage** 0

Description

How to program the main body and peripheral serial numbers into the main body.

Solution

To program the main body and peripheral serial numbers into the main body, perform the following:
1. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
2. Select M/c serial number.
3. Select the desired component and enter the serial number using the touch screen alphanumeric key pad.
4. Power the machine OFF/ON.

Solution ID TAUS0624247EN* **Solution Usage** 0

Description

FK102, is an audible notification (ring) available when the FK102 is being called with an incoming fax?

Solution

The FK102 does not have the capability to ring when it is being called. If this feature is needed, a telephone can be connected to the TEL jack of the FK102. Whenever the FK102 is called, the telephone will ring, providing notification that there is an incoming fax.

Solution ID TAUS0624343EN* **Solution Usage** 0

Description

If no feed occurs on the first page (Tray 1, 100% magnification, without AES, copying from the platen) J11 is not displayed and the paper exit roller may keep rotating causing continuous paper feed.

Solution

CAUSE: Software bug with Image Control Version 14.

SOLUTION: Load Image Control Version 15. See 7022 Technical Bulletin #17 for details.
Note: The latest firmware is available at [[http://www.konicabt.com/konicode/PubBrowser/eproms| URL http://www.konicabt.com/konicode/PubBrowser/eproms]].

Solution ID TAUS0624432EN* **Solution Usage** 0

Description

FL102, the second line does not receive faxes.

Solution

CAUSE: The second line will not receive faxes because the fax KRDS protocol is enabled.

SOLUTION: Disable the Fax KRDS protocol.
1. Press the Help button.
2. Press Key Op mode.
3. Press Fax.
4. Touch Special Set
5. Key in PSW "9272" OK.
6. Select Function Parameter Setting
7. Select Communication.
8. Press down arrow for Fax KRDS protocol.
9. Press edit to change to OFF. The default is ON from the factory.
10. Press BACK three times, Cancel, BACK and then Return

SPECIAL NOTE: Solution provided by Curtis M. Ward, KMBS Baltimore.

Solution ID TAUS0624517EN* **Solution Usage** 0

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Description
Half copies from the platen or RADF. Internal test prints are normal.

Solution
CAUSE: Failed main CB.

SOLUTION: Replace the main CB (p/n 26WA-9300).
Note: Solution provided by Carlos Penton of U.S. Imaging Solutions.

Solution ID TAUS0624531EN* **Solution Usage** 0

Description
'USB Port Can Not Open' message displayed when flashing the main body via the parallel port.

Solution
CAUSE: Flashing the main body using USB is not supported with the model 7022.

SOLUTION: Flash the 7022 from a parallel port.
Note: The ISW tool's USB setting is used for models that have a USB port on the main body for flashing.

Solution ID TAUS0624737EN* **Solution Usage** 0

Description
DB210, double feed prevention roller and drive shaft change.

Solution
CAUSE: The double feed prevention roller and drive shaft have been changed to provide parts commonality with other models.

SOLUTION: See DB209/409, DB210/410 Technical Bulletin #2 for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0624745EN* **Solution Usage** 0

Description
DB410, double feed prevention roller and drive shaft change.

Solution
CAUSE: The double feed prevention roller and drive shaft have been changed to provide parts commonality with other models.

SOLUTION: See DB209/409, DB210/410 Technical Bulletin #2 for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0625851EN* **Solution Usage** 0

Description
'PLEASE INSERT KEY COUNTER' message is displayed when printing with a key counter installed.

Solution
CAUSE: Software switch 17-3 (host printing cannot be performed when a key counter is installed) is enabled.

SOLUTION: Disable software switch 17-3 (host printing cannot be performed when a key counter is installed). To disable software switch 17-3 perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Select [1. SOFTWARE SW].
4. Using the up/down arrows, scroll to software switch 17-3.
5. Select OFF.
6. Power the copier OFF/ON to return to normal copy mode.

Solution ID TAUS0625894EN* **Solution Usage** 0

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Description
How to disable platen AMS.

Solution
To disable platen AMS, perform the following:
1. Power the copier OFF.
2. Access the Key Operator Mode (power the copier on while pressing the [HELP] key.
3. Touch [1. System/copier] on the touchscreen.
4. Touch the down-arrow located on the lower left corner of the touchscreen.
5. Touch [12. Memory SW] on the touchscreen.
6. Touch the down-arrow located on the lower left corner of the touchscreen.
7. Touch the down-arrow located on the right side of the touchscreen twelve (12) times until Platen AMS is highlighted.
8. Touch [EDIT] on the bottom of the touchscreen to change the setting to OFF.
9. Power the copier OFF/ON to exit the Key Operator Mode.

Solution ID TAUS0625927EN* **Solution Usage** 0

Description
Paper skew or jamming when feeding any size paper from the LCT.

Solution
CAUSE: Bent or broken side guide plate (p/n 26NA40270).

SOLUTION: Replace the side guide plate.

Solution ID TAUS0626131EN* **Solution Usage** 0

Description
How to enable/disable APS recognition of A4 originals.

Solution
To enable/disable APS recognition of A4 originals, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1. Software SW] on the touchscreen.
4. Select software dipswitch 7-2 using the arrow keys.
5. Program the desired APS response to A4 originals by touching [ON] or [OFF] on the touchscreen as follows:
   [OFF] to enable APS recognition of A4 originals.
   [ON] to disable APS recognition of A4 originals.
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0626275EN* **Solution Usage** 0

Description
DB409, LCT is not recognized. 'Insert Tray 3' is displayed.

Solution
CAUSE: The LCT drive assist reel is positioned incorrectly.

SOLUTION: To properly align the LCT drive assist reel and verify operation, perform the following:
1. Position the drive assist reel so that the opening is from the 11 o'clock to 3 o'clock position.
2. Access 47 multimode (turn the machine ON, while pressing the 4 and 7 keys), input code 13, P-003-P and then P-004-P while inserting the LCT tray. Both settings should change state when the tray is inserted. This shows that PS101 (Tray detect) and PS109 (paper level detect) are both detecting the proper initial position of the drive assist reel.
3. Power the machine OFF/ON to exit the 47 mode.

Solution ID TAUS0626397EN* **Solution Usage** 0

Description
F86-6 code at power up. No additional ERDH memory is installed. When changing the Fax File Size memory allocation, the machine will lock up.

Solution
CAUSE: Corrupt ERDH memory.

SOLUTION: Replace the main CB (p/n 26WA-9300).

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Solution ID TAUS0626464EN* **Solution Usage** 0

Description
Varying lead edge from all paper trays.

Solution
CAUSE: MC2 (loop clutch) is dirty/contaminated.

SOLUTION: Thoroughly clean MC2 (loop clutch) (p/n 26NA82020) with alcohol and a soft cloth, replace as necessary.

Solution ID TAUS0626519EN* **Solution Usage** 0

Description
'ENTER 4-DIGIT PASSWORD AND PRESS OK' message after entering the 25, 36, or 47 mode.

Solution
CAUSE: Diagnostic mode security is enabled. This feature was designed to limit access to machine diagnostic modes by end users.

SOLUTION: To access diagnostic modes with security enabled, enter the default password 9272 and then touch [OK] on the touchscreen. To disable this security feature, enter the default password and perform the following:
1. Touch [1: Software SW] on the touchscreen.
2. Select software dipswitch 7-5 using the arrow keys.
3. Set the switch to OFF (0).
4. Power the machine OFF/ON to exit the 25 mode.

Solution ID TAUS0626607EN* **Solution Usage** 0

Description
What is the part number for the Toner agitator shaft?

Solution
To obtain a Toner agitator shaft order (p/n 26NA20550).

Solution ID TAUS0626637EN* **Solution Usage** 0

Description
Is the DB211 compatible with 7022?

Solution
The DB211 is not compatible with the 7022.

Solution ID TAUS0626655EN* **Solution Usage** 0

Description
DF314, how to increase the speed of mixed original mode.

Solution
The speed of mixed original mode can not be changed.
Notes:
1. The mixed original feed process is the same as in the double-sided copy mode.
2. Refer to DF314 Service Manual (2/2000) page 5 and 13 for more detail on the mixed original feed process.

Solution ID TAUS0626656EN* **Solution Usage** 0

Description
DF314, how to disable double scanning when in mixed original mode.

Solution
A preliminary scan will occur in mixed original mode to determine paper size before the reading scan is done. This is normal operation and can not be changed..

Solution ID TAUS0626806EN* **Solution Usage** 0

Description

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Popping noise from Tray 1 and bypass.

Solution
CAUSE: Dirty paper feed shaft holder(s).

SOLUTION: Clean paper feed shaft holder(s) (p/n 466076020)

SPECIAL NOTE: Solution provided by Dennis Volkart, Consolidated Copier Services.

Solution ID TAUS0626816EN* **Solution Usage** 0

Description
DB409, intermittent J16 when feeding 8.5x11 from the LCT.

Solution
CAUSE: Wear within the paper feed unit

SOLUTION: Repair or replace the following:
1. Wear within the paper feed unit (p/n 13HA-4000) causes the upper limit actuator to read incorrectly. This places excessive pressure on the drive system. Replace the paper feed unit as necessary.
2. Loosen the four DB409/410 drive unit (p/n 13NE-1500) mounting screws, push the drive unit upwards and to the right to provide maximum gear mesh for the drive gear (p/n 13HA77060) and idler gear (p/n 13HA77050). Retighten the four drive unit mounting screws.
3. Replace the DB409/410 paper feed connecting roller/3 (p/n 13HA40020), shaft holders front and rear (p/n 26NA40820), and driving gear (p/n 13HA77060).

4. Inspect the DB409/410 drive unit paper feed coupling gear/B (p/n 26NA17490), paper feed coupling gear/A (p/n 13HA77090), paper feed gear/2 assembly (p/n 26NA-1680), idler gear/F (p/n 13HA77080), and idler gear/D (p/n 13HA77050); replace worn gears as necessary.
5. Inspect the bushings (p/n 26NA30770) in the developer unit for binding, and replace as necessary.

Solution ID TAUS0626954EN* **Solution Usage** 0

Description
DB210, the gears do not align after installing the parts from DB209/210/409/410 Technical Bulletin #1, Gear Skipping - J16 Jams.

Solution
CAUSE: The parts are for the DB410 only.

SOLUTION: The parts can only be used with a DB410.
Notes:
1. See DB410 Technical Bulletin #1) for details.
2. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0626955EN* **Solution Usage** 0

Description
DB409, the gears do not align after installing the parts from DB209/210/409/410 Technical Bulletin #1, Gear Skipping - J16 Jams.

Solution
CAUSE: The parts are for the DB410 only.

SOLUTION: The parts can only be used with a DB410.
Notes:
1. See DB410 Technical Bulletin #1) for details.
2. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0627093EN* **Solution Usage** 0

Description
How to disable copier printing (JOB STOP) for an out of toner condition.

Solution
The following dip switches set in the 25 mode will limit and disable the copier from printing when the message of PLEASE ADD TONER is displayed on the operation control panel.

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DIPSW SETTINGS 4-2	4-3	4-5	DESCRIPTION
0	0	1	after 100 copies.
1	0	1	after 400 copies.
0	1	1	after 700 copies.
1	1	1	after 1000 copies

Note: These dip switches will only be effective when dip switch 4-5 is set to a 1.

Solution ID TAUS0627098EN* **Solution Usage** 0

Description

How to program the number of copies for when an out of toner condition (Toner low condition) is displayed on the operation control panel.

Solution

The following dip switches set in the 25 mode will correspond to the number of copies made after the TLD (toner level detection) detects that the machine needs toner and the message displayed to PLEASE ADD TONER.

DIPSW SETTINGS 4-0	4-1	DESCRIPTION
0	0	after 0 copies.
1	0	after 100 copies.
0	1	after 200 copies.
1	1	after 500 copies

Solution ID TAUS0627132EN* **Solution Usage** 0

Description

FL102, even if "Every Page" is selected as the Reception Output Mode, "After All" functions automatically (Dual-line kit).

Solution

CAUSE: This is done to avoid mixing of line-1 and line-2 outputs when the both lines receive data at the same time.

SOLUTION: The current FL-102 User's Manual does not have this description. Konica Minolta will add the description in the next revision.
Notes:
1. See T20040043A0 for details.
2. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0627138EN* **Solution Usage** 0

Description

FL103, even if "Every Page" is selected as the Reception Output Mode, "After All" functions automatically (Dual-line kit).

Solution

CAUSE: This is done to avoid mixing of line-1 and line-2 outputs when the both lines receive data at the same time.

SOLUTION: The current FL103 User's Manual does not have this description. Konica Minolta will add the description in the next revision.
Notes:
1. See T20040043A0 for details.
2. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0627169EN* **Solution Usage** 0

Description

When printing the NIC page or when printing from applications that do not have print margins, the lead edge registration in the printable area is cut off. Adjusting restart timing does not resolve this issue.

Solution

CAUSE: In the 25 mode, dipswitch 25-6 is set to 1. This setting will cause printed output to rotate 180 degrees to compensate for staple position when running letterhead paper. In this case, the setting effected write timing to the trail edge of the document.

SOLUTION: In the 25 mode, set dipswitch 25-6 to 0 (rotation OFF).

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Solution ID TAUS0627184EN* **Solution Usage** 0

Description
When performing Scan to Box, the image is rotated 90° when viewed with Adobe* Reader.

Solution
CAUSE: The scan is being performed with the document feeder in the upright position. This allows the overhead lighting to create false size detection.

SOLUTION: When performing the scan function, lower the document feeder. If the customer does not want to lower the document feeder, it is recommended to move the main body to a location that is out of the direct overhead lighting.

* Trademark ownership information

Solution ID TAUS0627307EN* **Solution Usage** 0

Description
If a print job is sent when the main body is in power save mode, the START button must be pressed to output the print job.

Solution
CAUSE: System control firmware upgrade required.

SOLUTION: Upgrade System control firmware to version 16.
Note: The latest version system software is available on the Konica Minolta FTP site .

Solution ID TAUS0627345EN* **Solution Usage** 0

Description
Unable to perform the bypass tray paper size detection adjustment.

Solution
CAUSE: Failed VR1.

SOLUTION: Replace VR1 (p/n 13QA-9010).
Note: To check the output of VR1, perform the following:
1. Access 47 mode.
2. Enter code 28 (do not press the Start button).
3. Place an 8.5x11 piece of paper in the bypass tray and close the side guides against the paper.
4. The LCD display should show a value of 215.
5. Position the bypass tray paper guides all the way to the closed position.
6. The LCD display should now show a value of 10.

Solution ID TAUS0627486EN* **Solution Usage** 0

Description
In the memory switches, what does 1 SHOT indication time mean?

Solution
This switch setting determines the time duration (3 or 5 seconds) for messages which are displayed for short periods and indicate special circumstances such as:
GROUP BUTTON CANNOT BE USED IN THIS MODE
or
NUMBER OF ORIGINALS SHOULD BE -- MAX IN STAPLE MODE

Solution ID TAUS0627593EN* **Solution Usage** 0

Description
Part number for the charge cleaning shaft and cleaning knob block.

Solution
The following item numbers have been added to the parts catalogs, pages 26 and 27:
Item 16, Charge Cl Shaft (p/n 26NA25090)
Item 17, Charge Cl Knob (p/n 26NA25091) (block that shaft locks into).

Solution ID TAUS0627711EN* **Solution Usage** 0

Description

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Intermittent J13 codes.

Solution
CAUSE: Worn bushings or shaft holders on the first paper feed assembly (p/n 13HA-4000).

SOLUTION: Replace the first paper feed assembly.

Solution ID TAUS0627718EN* **Solution Usage** 0

Description
Intermittent J12 codes.

Solution
CAUSE: Worn bushings or shaft holders on the first paper feed assembly (p/n 26WA-4010).

SOLUTION: Replace the first paper feed assembly.

Solution ID TAUS0627769EN* **Solution Usage** 0

Description
Vellum paper specifications.

Solution
Vellum paper is outside of the special paper specifications of the machine therefore specific paper specification can not be provided. The paper may run though the machine, however Konica Minolta does not support a particular brand of vellum paper.
Note: Vellum paper has tendencies to hold a static charge causing the paper to have transfer problems with possible premature wearing of the drum. This paper, in some cases is coated, and could possibly lead to premature wearing of the fuser rollers or leave marks on the copies.

Solution ID TAUS0627800EN* **Solution Usage** 0

Description
FK102, unable to transmit.

Solution
CAUSE: Corrupt memory.

SOLUTION: Memory initialization needs to be performed. To initialize the memory, perform the following:
1. Access the Fax key-op mode.
2. Select [Fax mem. Initialize].
3. Select [Yes].
4. Follow the remaining instruction on the display panel.

Solution ID TAUS0627874EN* **Solution Usage** 0

Description
FS107, part number for the foam pad that applies pressure to the cam roller assembly.

Solution
Positioning Part (p/n 13GQ12110).
Note: This foam pad attaches to the top cover of the finisher outline on page 2, item number 12 of the FS107 parts catalog.

Solution ID TAUS0627897EN* **Solution Usage** 0

Description
FK102, Image is reduced ½ an inch.

Solution
CAUSE: There is a header at the top of the page.

SOLUTION: Approximately ½ an inch reduction will occur when the machine is set to its proper lead-to-trail and front-to-rear adjustment.

Solution ID TAUS0627988EN* **Solution Usage** 0

Description
Unable to default to Tray 3 when APS is selected.

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Solution

CAUSE: Incorrect DIP SW settings.

SOLUTION: To have Tray 3 be the default tray when APS is selected perform the following;
1. Access the 25 mode
2. Select [1. Software SW].
3. Scroll to DIP SW 25.
4. Scroll to BIT 4, and set to a (0) OFF.
5. Scroll to BIT 5, and set to a (1) ON.
6. Power the copier OFF/ON.

Solution ID TAUS0628046EN* **Solution Usage** 0

Description

DF314, when performing the RADF scanning density adjustment, the original will not feed.

Solution

CAUSE: Incorrect original is being used.

SOLUTION: In some cases, a plain sheet of white paper is used for the adjustment, rather than the white chart (p/n 13GL97100). If this is the case, the paper must be an A4 size (210 X 297 mm) which is the same size as the chart. If the machine does not see A4 size, the feeder will not feed the original. It is recommended that the white chart always be used.

Solution ID TAUS0628092EN* **Solution Usage** 0

Description

Unable to FAX to PC using the Visual PostScript* 12.0.1.01 executable driver, migrated from a Windows* 2000 server to a Windows XP workstation. TX error report is generated at the workstation following a fax attempt from the workstation.

Solution

CAUSE: Driver version 12.0.1.01 is for single workstation installation ONLY. This is the installable version (.exe style) driver which is not designed for a client/server environment where driver migration is used to deliver the driver to the workstations.
Note: Installable Visual PostScript drivers have been removed from Konica Minolta's website and FTP site due to these issues.

SOLUTION: Remove the driver from the server using add/remove programs. Download and install the latest version IP422 Visual PostScript driver from the Konica FTP site using the add printer method then migrate the driver to the workstations.
Note: Server reboot may be required following removal of the installable style driver.

* Trademark ownership information

Solution ID TAUS0628116EN* **Solution Usage** 0

Description

How to change the ECM master code.

Solution

To change the ECM master code, perform the following:
1. Enter the 25 mode (turn the machine ON, while pressing the 2 and 5 keys).
2. Select [5. Password settings].
3. Select [2. User account (E.C.M) master key code set].
4. Enter your new Master Key code (the master key code can be up to 8 numbers) and then select [SET].
5. Press [Return].
6. Power the machine OFF/ON to exit the 25 mode.

Solution ID TAUS0628332EN* **Solution Usage** 0

Description

Can not scan to E-mail in PDF* format. Scanning to E-mail in TIFF* works fine.

Solution

CAUSE: The NIC firmware is scrambled and the Hard Drive needs to be formatted.

SOLUTION: Reset the NIC to factory specifications and then format the hard drive. To reset the NIC, perform the following:
1. Remove the IP422 from the main body and then remove the top cover.
2. Locate SW2 and SW3 and toggle them to the FACT position. CUST and FACT are printed in the proximity of the switch.
3. Reinstall the IP unit. Power the unit ON and wait 5 minutes.
4. Power the unit OFF.
5. Remove the IP unit and toggle SW2 and SW3 back to CUST.

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6. Reinstall the cover and IP unit and then power the unit ON.
7. The card should now be initialized and should print a status page once both the IP unit and the printer have come to a ready state.

HOW TO FORMAT THE HARD DRIVE
Note: With IP422 system code 5.82 and above, the HDD format procedure has been removed from the Key Operator mode to prevent data loss by the customer inadvertently formatting the HDD. The format procedure can now be performed from the service mode.
To format the HDD from the main body, perform the following:
1. Select the Printer mode.
2. Press the setting key on the touch screen.
3. Press the Stop button on the operation panel.
4. Enter 3069 using the numeric buttons on the operation panel.
5. Press the Start button on the operation panel.
6. Press OK.
7. Press OK again to start the format procedure.
8. Power the machine OFF/ON.

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Solution ID TAUS0628987EN* **Solution Usage** 0

Description
DF314, "Reload original in order, then set scanning conditions of originals" message displayed when copying odd size original through the document feeder.

Solution
CAUSE: Non-standard size was not selected.

SOLUTION: When feeding Non-standard size paper through the DF314, the [Non- standard size] needs to be selected in the [ORIGINAL MODE]. To select [Non-standard size] Perform the following:
1. On the display panel select [ORIGINAL MODE].
2. On the display panel select [Non-standard size].
3. Place the original in the DF314 feed tray and press [START].
Note: This application can also be programmed into job number 15, to have the machine powered ON with this function.

Solution ID TAUS0629252EN* **Solution Usage** 0

Description
FK102, When 'Reduction for record' is set to 100% in Key Operator Mode 'Tx/Rx mode set', it is printed as 96% on the FAX setting list. This failure occurs only on the FAX setting list.

Solution
CAUSE: Initially the maximum reception zoom was only 96%. After a certain period, life size reception (100%) was added. At this time, the corresponding change was not made in the FAX setting list.

SOLUTION: The failure is included in the system control program and will be corrected on the next upgrade of each program.

Solution ID TAUS0629268EN* **Solution Usage** 0

Description
FK102, when TEL/FAX auto switch is ON and pseudo Ring of TEL reception is calling, if external handset is off-hook, "Reception Error" is displayed on control panel screen for a few seconds. In addition, this failure is only displayed. There is no problem with communication and/or journal record.

Solution
CAUSE: Message is displayed because of internal process related to the system control.

SOLUTION: Since this message does not have to be displayed, it will be corrected in the next system control program upgrade.

Solution ID TAUS0629293EN* **Solution Usage** 0

Description
FK102, Is there an audible beep when faxes are received?

Solution
There is an audible beep when the Fax is first being received, but there is no audible beep after the Fax has been printed.

Solution ID TAUS0629344EN* **Solution Usage** 0

Description

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FL102, how to set line 2 for RX only.

Solution

To set line 2 for RX only, perform the following:
1. Access the [Key-ope mode].
2. Select [4. FAX].
3. Select [FL102 settings].
4. Select [Line parameter set].
5. Scroll to Line2 Com set, press [EDIT] and change the setting to RX only.
6. Power the copier OFF/ON.

Solution ID TAUS0629374EN* **Solution Usage** 0

Description

How to delete a Registered Box number.

Solution

To delete a Registered Box, perform the following:
1. Press the SCAN/PRINT button.
2. Select [ENTRY] on the touchscreen.
3. Select [Box No. List]
4. Scroll to the Box number to be deleted, and press [ERASE].
5. Press [BACK] twice to return to the main scan screen.

Solution ID TAUS0629456EN* **Solution Usage** 0

Description

Change of paper feed gear material in driving section and change of driving auxiliary panel.

Solution

See M20030277A0 for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0629481EN* **Solution Usage** 0

Description

A loud high pitch noise coming from the optical unit, fixing cooling fan motor (FM3) when a copy is made.

Solution

CAUSE: The adhesive label that is on FM3 is breaking down causing the label to fall off into the fan.

SOLUTION: Locate the pealing label remove it from the fan.
SPECIAL NOTE: Solution provided by ANDREW HARTMAN, EDWARDS BUSINESS MACHINES, INC.

Solution ID TAUS0629513EN* **Solution Usage** 0

Description

How does Konica Minolta prevent security breaches or loss of classified documentation on this model?

Solution

The security technique found in the Security Statement is consistent throughout Konica Minolta's digital product line to prevent unauthorized use of stored data.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0629680EN* **Solution Usage** 0

Description

Blank copies after cleaning the toner supply unit.

Solution

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CAUSE: The ribbon cable from the CCD to the CB is not seated properly.

SOLUTION: Reseat the ribbon cable on the CB.

Solution ID TAUS0630505EN* **Solution Usage** 0

Description
How to disable the key counter from incrementing during print jobs.

Solution
To disable the key counter from incrementing during print jobs, perform the following:
1. Access the 25 mode (while holding down the 2 and 5 keys, power the machine ON).
2. Press 1 on the touch screen (Software SW).
3. Scroll to switch 21-6 using the arrow keys on the touch pad.
4. Press ON.
5. Press the Return key on the touchpad.
6. Power the machine OFF/ON to exit the 25 mode.

Solution ID TAUS0630506EN* **Solution Usage** 0

Description
How to enable two counts on the total counter for 11x17 paper.

Solution
To enable two counts on the total counter for 11x17 paper, perform the following:
1. Enter the 25 mode, (turn the machine ON, while pressing the 2 and 5 keys).
2. Press 1 on the touch screen (Software SW).
3. Scroll to switch 1-1 using the arrow keys on the touch pad.
4. Press ON.
5. Press the Return key on the touchpad.
6. Turn the copier OFF, then ON to exit the 25 mode.

Solution ID TAUS0630507EN* **Solution Usage** 0

Description
How to reset the Root Counter.

Solution
The Root Counter is the main total counter and cannot be reset.

Solution ID TAUS0630570EN* **Solution Usage** 0

Description
How to perform an E-RDH memory check.

Solution
To perform an E-RDH memory check, perform the following:
1. Turn the machine OFF.
2. Enter the 47 mode (turn the machine ON, while pressing the 4 and 7 keys).
3. Enter [198] ('198-00' will appear in the message display).
4. Press the [START] button. The system begins executing a memory check. 'NOW' will be displayed while the memory check is in progress. 'OK' will be displayed if all the memory is operating properly.
5. To end the check, press [STOP/CLEAR].
6. Power the copier OFF/ON to exit the 47 mode.

Solution ID TAUS0630730EN* **Solution Usage** 0

Description
FL102, how to make monitor sound on dual-line side.

Solution
See T20040100A0 for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0630734EN* **Solution Usage** 0

Description
FL103, how to make monitor sound on dual-line side.

Solution
See T20040100A0 for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0630753EN* **Solution Usage** 0

Description
Unable to scan a document to the hard disk drive when transmitting a fax. PLEASE WAIT AFTER TX PRESS START is displayed.

Solution
CAUSE: As per machine specifications, both functions use the same E-RDH memory. Access to that memory will be denied until the function has completed its data transmission.

SOLUTION: Until the transmitted document is released, this message is displayed.

Solution ID TAUS0639453EN* **Solution Usage** 0

Description
FS107, J72-19 when stapling.

Solution
CAUSE: Shaft holder/A (p/n 13CQ76020) is rotating due to wear of retainer on conveyance casing.

SOLUTION: Replace casing (p/n 13CQ45010). Work-around in the interim: The shaft holder can be epoxyed in place.
SPECIAL NOTE: Solution provided by Bob Cochrane, NORTHEAST COPIER SYSTEMS, INC.

Solution ID TAUS0639997EN* **Solution Usage** 0

Description
Is a hard drive required for Scan to E-Mail?

Solution
A hard drive is required in order to use the Scan to E-Mail option.

Solution ID TAUS0640867EN* **Solution Usage** 0

Description
Unable to print using finisher features after updating from Mac* version 9.x to Mac version 10.3.x.

Solution
CAUSE: The 10.2.x Mac driver was installed and will not operate correctly in a Mac 10.3.x environment.

SOLUTION: Download and install the Mac 10.3.x driver. This driver is located on KonicaMinolta's [[FTP site|URL ftp://kbtdigital:kx15@ftp.konicabt.com]].

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Solution ID TAUS0640934EN* **Solution Usage** 0

Description
Part number for LCT main body (DB409 and DB410).

Solution
See KOM050108 for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0641202EN* **Solution Usage** 0

Description
Thermostat replacement precautions for all models using Faston Terminals.

Solution
CAUSE: Damage to the Faston terminal when replacing the thermostat to the Faston terminal can result in the generation of heat and cause the plastic insulating material around the terminal to melt.

SOLUTION: See Bulletin Number 5005 for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0641581EN* **Solution Usage** 0

Description
Is the TWAIN driver compatible with Macintosh*?

Solution
The TWAIN driver is not compatible with Macintosh.

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Solution ID TAUS0641713EN* **Solution Usage** 0

Description
"Please remove paper from exit of machine" message after swapping the control board.

Solution
CAUSE: The PRMB from the original board was not swapped to the new board.

SOLUTION: Swap out the PRMB between the two boards.

Solution ID TAUS0641861EN* **Solution Usage** 0

Description
FK101, E89-94 code, and machine is flashing ON and OFF.

Solution
CAUSE: Communication error, file access error.

SOLUTION: Remove the FK and disconnect battery CN403 for 10 minutes and reconnect and re-install the FK. If this does not resolve the problem, replace the main fax board (p/n 13FQ9010).

Solution ID TAUS0641865EN* **Solution Usage** 0

Description
FK102, E89-94 code, and machine is flashing ON and OFF.

Solution
CAUSE: Communication error, file access error.

SOLUTION: Remove the FK and disconnect battery CN403 for 10 minutes and reconnect and re-install the FK. If this does not resolve the problem, replace the main fax board (p/n 13FQ9010).

Solution ID TAUS0641921EN* **Solution Usage** 0

Description
Is Scan to E-mail supported in a Macintosh* environment running TCP/IP*?

Solution
Scan to E-mail is supported in a Macintosh environment running TCP/IP.

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Solution ID TAUS0641993EN* **Solution Usage** 0

Description
J30 with 2 inches of the paper sticking out of the exit of the machine.

Solution
CAUSE: Incorrect Restart timing.

SOLUTION: Access the 36 mode and adjust the Restart timing. The normal adjustment should be somewhere around +30.

Solution ID TAUS0642610EN* **Solution Usage** 0

Description
Print jobs are stuck in the queue as the Microsoft* Windows server or workstation is waiting for machine status to change to ready (from the feedback condition of Add Paper - for example).

Solution
CAUSE: SNMP status enabled on the print driver installed on the server. With this enabled the print queue constantly monitors SNMP printer feedback (door open, paper tray empty, etc.). The feedback from the machine may not be in real time resulting in locking the print queue on the server or workstation hosting the printer.

SOLUTION: Disable SNMP status on the print driver.
1. From the printers folder, highlight the printer object, right click and select properties.
2. Select Ports
3. Configure Port.
4. Uncheck SNMP Status Enabled.

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Solution ID TAUS0643425EN* **Solution Usage** 0

Description
SC52-06 and the unit will not boot when the IP422 is installed. The cooling fans are operating.

Solution
CAUSE: The system code on the IP422 CF card(s) is corrupt.

SOLUTION: Reload system code on the IP422.

Solution ID TAUS0643983EN* **Solution Usage** 0

Description
No finisher indicated; rotate and sort are grayed out.

Solution
CAUSE: DSW for finisher isolation has been enabled to 1 (ON).

SOLUTION: Access the 25 mode and 1. Software dipswitch, bit 20, switch 4 to 0 for OFF.
Note: Rotate and Sort will be grayed out if the finisher is set for isolation. The FS should be removed completely to use the sort and rotate mode.

Solution ID TAUS0644171EN* **Solution Usage** 0

Description
Unable to view part numbers when using Adobe* PDF Reader.

Solution
CAUSE: Corrupted application or Asian Fonts not loaded.

SOLUTION: Remove the Adobe Reader using Add/Remove/Programs and reload version 6.0 with the Japanese Language fonts.

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Solution ID TAUS0646856EN* **Solution Usage** 0

Description
Does Konica Minolta provide support for Equitrac* products?

Solution
For Equitrac technical support information please visit [[http://www.metrics.com/Support/| URL http://www.metrics.com/Support/]] or contact trained Support Engineers by telephone at 519.885.2458, by fax at 519.746.7931 or via E-mail at support@metrics.com

Note: Technical Support is available Monday through Friday, 8 AM to 6 PM, EST.

*[[Trademark ownership information| FILE V:\\TEXT\\TRADEMRK.TXT NEW]]

Solution ID TAUS0647104EN* **Solution Usage** 0

Description
DB411, J16, J13, gears skipping and grinding noise.

Solution
Bent DB410/411 frame. Inspect the DB410/411 for possible bent frame. Remove the back cover of the DB. Look up in the left hand corner where the machine contacts the DB411.

Please see Bulletin 5247 for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0649488EN* **Solution Usage** 0

Description
Does the IP011 support CREATE* software?

Solution
The IP011 print controller using the GDI print driver does not support CREATE software. The IP011 will need to be replaced by the IP421.

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Solution ID TAUS0649997EN* **Solution Usage** 0

Description
DF-314, Change of ADF.

Solution
See Bulletin 5234 for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0650706EN* **Solution Usage** 0

Description
DF314, J62-3/J63-5 when duplexing 2:2 copies.

Solution
CAUSE: Failed reverse or swing gate torque limiter.

SOLUTION: Replace torque limiter (p/n 13GL15231).
SPECIAL NOTE: Solution provided by Greg Anderson, ALTERNATIVE BUSINESS SYSTEMS/LINCOLN, NE

Solution ID TAUS0650895EN* **Solution Usage** 0

Description
DB211, J13/J16.

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Solution

See Bulletin Number 5248 for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0651059EN* **Solution Usage** 0

Description

Machine indicates a copy count of 2 copies after pressing auto reset.

Solution

CAUSE: There is a Job programmed in Job memory number 15. When a job is stored in Job memory number 15 (i.e. incoming fax's exit to tray 2, copies exit to tray 1) it will act as the default setting when pressing Auto reset.

SOLUTION: A simple test to see if this is the case would be to turn OFF job memory recall in the Key-op mode under the Memory SW settings. If this solves the problem, delete the job in the Key-op mode under Lock Job memory, and then re-enter the job with the correct amount of copies.

Solution ID TAUS0651118EN* **Solution Usage** 0

Description

How to input the network path when setting up IPP for Microsoft* Windows 9x, ME, 2000, XP or 2003.

Solution

To input the network path for IPP, perform the following:
1. Click Start, choose Settings, and then choose Printers.
2. In the Printers window, double-click the icon for the print driver.
3. Choose Properties from the File menu.
4. Click the Details tab, and then click Add Port. The Add Port dialog box will appear.
5. Enter the network path for the printer as follows: http://IP address or DNS name:631/ipp.
6. Click OK.

Note: IPP printing across a router requires port numbers 631 and 80 to be unblocked.

* Trademark ownership information

Solution ID TAUS0651167EN* **Solution Usage** 0

Description

DB411, J13/J16.

Solution

See Bulletin Number 5248 for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0651178EN* **Solution Usage** 0

Description

Change of the tension plate A, B and C combined.

Solution

See KOM060398.pdf for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0651594EN* **Solution Usage** 0

Description

When browsing to the web interface from a Macintosh*, the browser does not pull up the information correctly and no selections can be made.

Solution

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CAUSE: There is a compatibility problem with Microsoft* Internet Explorer and Safari* browsers when accessing the NIC.

SOLUTION: Download and install Mozilla* browser for Macintosh systems.

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Solution ID TAUS0651647EN* **Solution Usage** 0

Description
FK102, receive faxes will not print.

Solution
CAUSE: PC Rx is turned ON.

SOLUTION: Turn OFF the PC Rx in the Fax, Key.-Op mode, Function Set option.

Solution ID TAUS0651689EN* **Solution Usage** 0

Description
FS107, F77-05

Solution
CAUSE: Failed one way rocking gear.

SOLUTION: Replace one way rocking gear (p/n 13gq77090)

Solution ID TAUS0651977EN* **Solution Usage** 0

Description
FS107, 'Please close finisher front door' message will not clear with finisher door shut.

Solution
CAUSE: Failed finisher front door interlock switch.

SOLUTION: Replace finisher front door interlock switch (p/n 12QR86010).

Solution ID TAUS0652711EN* **Solution Usage** 0

Description
How to store PCL* fonts onto the print system hard drive or compact flash card.

Solution
To store a PCL font onto the IP controller hard drive (or compact flash card) on legacy Konica models the following prerequisites are necessary:
1. The actual font or bar code must be purchased by the user.
2. The font must be a PCL font or can be a PCL Soft font. If it is a Soft font, the font must first be edited to make it a PCL font then it can be modified for storage on the IP unit.
3. The workstation used to edit the file must be equipped with DOS/Dos editor.
Notes:
a. Follow this step-by-step procedure for the complete installation procedures and for the proper parts ordering procedures.
b. To view this PDF hyperlink, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0653754EN* **Solution Usage** 0

Description
Lead edge has a consistent 1/2 inch deletion. Image at trail edge is off of the copy. Adjusting the restart timing has no effect on the output.

Solution
CAUSE: Failed main CB.

SOLUTION: Replace the main CB (p/n 26WA-9300).

Solution ID TAUS0654608EN* **Solution Usage** 0

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Description
How to reset the fixing counter.

Solution
To reset the fixing counter, perform the following:
1. While holding the 3 and 6 buttons down turn on the sub power switch to enter 36 mode.
2. Select the clear counter key.
3. Select fixing counter.
4. Select Yes.
5. Press Return.

Solution ID TAUS0655879EN* **Solution Usage** 0

Description
Images opened in File Magic* (by Fortis*) print out as a negative via the PCL driver. Whites are black and vice-versa.

Solution
CAUSE: This application uses the Windows Image Viewer* to view documents. This is a known issue with Windows Image Viewer and the Konica PCL* driver.

SOLUTION: As a workaround, select the negative check box in the graphics tab of the PCL driver. It may be necessary to create another driver and set negative as the default in that driver. The user should then select this driver when printing from this application.

Note: This issue does not occur when printing from the Adobe* PostScript* or Visual PostScript driver for this controller.

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Solution ID TAUS0655920EN* **Solution Usage** 0

Description
Why does pagination change when printing any document using the Konica Minolta print driver?

Solution
Explaining pagination differences between different manufacturers print drivers:

This situation is not uncommon in the printing world. Commonly, documents will be formatted differently when printed to printers made by different manufacturers. There are many reasons for this. Due to physical differences between printers, as well as copyright laws, different manufacturers will use different programs for their drivers. It is the driver that does the majority of the formatting for the image to be placed on the page. Different drivers will use different algorithms when imaging spacing and font metrics. Often times, this results in a slightly different look or format for a document when printed to two different printers.
There is also potential differences within the image areas of the main bodies of the two printers. The print controller takes the image area into account when laying out the image on the paper. Different image areas can determine different layouts. These factors can result in lines of text being moved on the paper. If lines are moved enough, or lie close enough to the threshold of the image area, text and page breaks that are rendered in a certain position on one printer may be rendered in a different position on another.
This scenario will occur across the board for printer manufacturers. A Lexmark* is different from an Epson* which is different than an HP*, etc. Obviously, the output from certain printers will match up closer to some printers than others. The effect of this behavior can be reduced somewhat by printing with a common standard PDL such as PostScript*. Alternatively, the customer can print with a common driver to both printers. In other words, one can print to the HP using the Konica driver or vice versa. In this way, at least the driver-generated output would be the same going to both machines. While the output still may not be exactly the same, the effect of printing to two different printers can be lessened. There may even be different output within the same printer manufacturer (i.e., Konica IP302 print controller is good, but the IP304 print controller is not; Lexmark Optra K1220 is good, but the Optra T614 is not).
The analogy that is often used when explaining this to customers involves motor vehicles. A Ford and Dodge are essentially the same in terms of the fact that they are cars that serve as a means of transportation, just as two printers are output devices. However, while the end result of driving two different cars is essentially the same, there may be certain differences with regard to cornering and acceleration that give each car a distinct feel. This is essentially what is happening between the two printers.
It is understandable that the customer does not want to convert thousands of existing documents, but due to the vast number of different printers currently available on the market today, it is not possible to exactly emulate all printer manufacturers' algorithms. The only other option is to pick one printer model, format these documents that need a consistent look for that printer, and use only that particular printer to print these documents. If there are any further questions, please feel free to contact the National Systems Solutions Group at 1-800-825-5664.

* Trademark ownership information

Solution ID TAUS0656492EN* **Solution Usage** 0

Description
How to load 32 bit XP drivers on a Windows* 2003 64 bit server for driver migration to the 32 bit clients.

Solution
32 bit driver files are not recognized when attempting to load on a 64 bit system, therefore the files must be pulled from a 32 bit system in order to add additional driver support on a 64 bit server.

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1. After installing the PCL, PS(Visual), PS(Plug-in) or PS(Adobe*) driver on the server, install the same type driver (32 bit version) on one of the clients.
2. The driver files will be placed in C:\WINDOWS\inf folder on the client.
3. Share this folder on the network so that the 64 bit server has access.
4. From the server, when adding additional drivers, browse to the shared folder on the workstation
5. Select the appropriate .inf file from the shared folder on the client - the driver files will then be pulled over to the server to support other 32 bit clients when migrating the driver files.

Note: It is important to install the same type of driver on the client to match the driver installed on the server.

* Trademark ownership information

Solution ID TAUS0600708EN* **Solution Usage**

Description

What print drivers are compatible with Macintosh® OS X (Version 10)?

Solution

The latestprint driversare available via the Konica Minolta Download Selector. Access the Selector from the the KMBS public site (http://www.kmbs.konicaminolta.us), Support & Drivers tab or from SSDWeb Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
Macintosh® OS 9x applications within OS 10.2.x are supported using the current Adobe® PostScript drivers for Macintosh® at http://www.adobe.com/support/downloads/product.jsp?product=44&platform=Macintosh .

Solution ID TAUS0620277EN* **Solution Usage**

Description

J97-1 when copying the second side.

Solution

CAUSE: Improper position of the operation arm of the ADU change solenoid.

SOLUTION: To verify correct positioning of the arm, perform the following:
1. Turn OFF both power switches.
2. Remove the fixing unit.
3. Observe the position of the ADU change solenoid arm (p/n 26NA-4870).
4. The arm (white plastic) should not be positioned behind the arm (black plastic) of the paper exit guide (p/n 26NA48250).
5. If necessary, reposition the arms so that the white arm is in front of the black arm.

CAUTION : Care should be taken when removing/installing the fixing unit as the arm is easily dislodged.

Solution ID TAUS0620282EN* **Solution Usage**

Description

J97-1 when duplexing 8.5x11 only.

Solution

CAUSE: The drive belt has come off conveyance pulley A, conveyance pulley B, or the idler pulley.

SOLUTION: To reinstall the drive belt, perform the following:
1. Pull out Tray 1 and Tray 2.
2. Remove the cassette size detection dials for Tray 1 and Tray 2.
3. Remove the cover and inspect the drive belt (p/n 26NA50450) to ensure that it is meshed with conveyance pulley A (p/n 26NA50420), conveyance pulley B (p/n 26NA50430), and the idler pulley (p/n 26NA50370).

SPECIAL NOTE : Solution provided by Richard Tapia, Astro Business Products

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Solution ID TAUS0626673EN* **Solution Usage**

Description

J81-00at power up.

Solution

CAUSE: Broken PS1 (Registration PS).

SOLUTION: Inspect PS1 (p/n 26NA45160) and replace as necessary.

Solution ID TAUS0626748EN* **Solution Usage**

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Description
DF-314, incorrect size detection of originals placed on the RADF feed tray.

Solution
CAUSE: Overhead lighting is interfering with the original length detection performed by original length sensors (PS306) and (PS307).

SOLUTION: If the machine cannot be moved to another location, order a sensor filter kit (p/n U193-0030) and install the original sensor filters above (PS309) and (PS310), which will block light frequencies that cause the sensors to react incorrectly.
Attach the filter sheets above the sensors by using transparent tape.
Since the sensors are located in a recessed area of the RADF feed tray, the tape and filter will not interfere with feeding of originals.
Note : A quantity of two (2) filter sheets is included with each sensor filter kit.

Solution ID TAUS0626956EN* **Solution Usage**

Description
Is Bates Stamping supported?

Solution
Bates Stamping is not supported.

Solution ID TAUS0630677EN* **Solution Usage**

Description
READY TO COPY message when a Jamex™ coin vending system is installed.

Solution
CAUSE: Software dipswitch 17-6 (in the 25 mode) is not ON.

SOLUTION: To enable the Jamex™ coin vending system, set software dipswitch 17-6 to 1 (ON).

Solution ID TAUS0630684EN* **Solution Usage**

Description
With a Jamex™ coin vending system installed, every copy jams.

Solution
CAUSE: Software dipswitch 1-0 (in the 25 mode) is ON.

SOLUTION: Set software dipswitch 1-0 to 0 (disabled).

Solution ID TAUS0634060EN* **Solution Usage**

Description
List of equipment that is no longer being supported.

Solution
Please see attached Product & Technical Support Bulletins 1792 and 2443 andMarketing Bulletin#07-GB-016.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0648374EN* **Solution Usage**

Description
When scanning an 8.5x11 document in TIF format to the HD107 or E-mail, the page size is reduced when viewing the image on the PC.

Solution
CAUSE: Approx. 3mm of frame erasure is applied around the image to prevent a shadow reflected in the scanned image. Therefore the image when viewed on the PC is reduced.

SOLUTION:Turn OFF frame erasure in the key operator mode or select 600dpi which will make the reduction in size not so apparent.

Solution ID TAUS0655608EN* **Solution Usage**

Description
Are Konica Minolta MFPs compatible with Category 6 cable standard?

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Solution

Konica Minolta MFPs are fully compatible with Category 6 cable standard.
Category 6 cable is a cable standard for Gigabit Ethernet and other network protocols that is backward compatible with the Category 5/5e and Category 3 cable standards.
Cat-6 features more stringent specifications for crosstalk and system noise. The cable standard is suitable for 10BASE-T/100BASE-TX and 1000BASE-T (Gigabit Ethernet) connections and it provides performance of up to 250MHz.

Solution ID TAUS0655991EN* **Solution Usage**

Description

Why does pagination change when printing any document using the Konica Minolta print driver?

Solution

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Solution ID TAUS0656577EN* **Solution Usage**

Description

Unable to install 32-bitdrivers on a Microsoft Windows 2003 64-bit server formigration to the 32-bit clients.

Solution

The 32-bit driver files are not recognized when attempting to load on a 64-bit system, therefore, the files must be pulled from a 32-bit system in order to add additional driver support on a 64-bit server:
1. After installing the 64-bit driver on the server, install the matching 32-bit(PCL, PostScript Visual, PostScript (Plug-in) or PostScript (Adobe) driveron one of the clients.
2. The driver files will be placed in C:\WINDOWS\inf folder on the client.
3. Share this folder on the network so that the 64-bit server has access.
4. From the server, when adding additional drivers, browse to the shared folder on the workstation
5. Select the appropriate .inf file from the shared folder on the client - the driver files will then be pulled over to the server to support other 32-bit clients when migrating the driver files.
Note: It is important to install the same type of driver on the client to match the driver installed on the server.

Solution ID TAUS0658160EN* **Solution Usage**

Description

Background, overtoning, and F26-x codes.

Solution

PROBABLE CAUSES:
1. Overtoned developer.
Install fresh developer (PCUA 950237) and run the L-detect adjustment. To run the L-detect adjustment, perform the following:
a. Enter the 36 mode (power the copier ON while pressing the 3 and 6 keys).
b. Press [1. HV adjustment].
c. Press [Next] several times until the display reads [HV adj (L detection adj)].

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d. Press [Start].
e. When the adjustment is complete, the machine will stop and a value is displayed in [RESULT].
f. If the developer was sampled properly during the L-detect adjustment, the value displayed in [RESULT] will be in the 60-75 range.
g. If the L-detect adjustment [RESULT] value is outside of the 60-75 range, than the TDS (toner density sensor) should be checked.
2. Failed TDS (toner density sensor).
To check the TDS, perform the following:
a. Remove the IP unit (if an IP unit is installed).
b. Remove the rear and left rear side cover.
c. Remove the board cover/D (p/n 26NA73280) for access to the PRDB.
d. Enter the 36 mode (turn the machine ON, while pressing the 3 and 6 keys).
e. Select [1. HV adjustment].
f. Press [NEXT] several times until the display reads [HV adj. (Toner auto supply)].
g. Locate TP14 (TDS AN) in the middle of the PRDB above CN 25.
h. Using a voltmeter (20V DC range), place the red meter lead on TP14 and the black meter lead to frame ground.
i. Press the START button on the control panel.
j. The analog voltage reading on the volt meter during sampling should be (with properly toned developer) between 1.2 and 2.0VDC. If the voltage reaches 2.0VDC, M4 (toner addition motor) will turn on and add toner. When the toner auto supply adjustment is finished the voltage should read approximately 1.8VDC.
k. If the voltage reading is not within this range, replace the developer (PCUA 950237), TDS (p/n 26NA88040) and run the l-detect adjustment while monitoring TP14 on the PRDB.
3. Failed write unit (the TCSB monitors dot pattern patches created on the drum and adjusts the laser output for Maximum Power Control).
If developer has been replaced, L-detect run, the TDS voltage checks, and the developer is still overtoning (M4 continuously adds toner), replace the write unit (p/n 26NA-6503).

Solution ID TAUS0658161EN* **Solution Usage**

Description
Unable to install the ADU lock claw.

Solution
CAUSE: The ADU lock claw is an original-style lock claw and will not fit onto alater-production 7020.

SOLUTION: For early-production 7020s, only the ADU lock claw (p/n 26NA50080) should be ordered.The claw mounts onto the shaft with a set pin and is held in place with an E-clip.
For a later-production 7020, the new-style ADU lock claw (p/n26NA50960) must be ordered. The new-style claw mounts on the D-cut shaft and held in place with a screw.
Notes :
1. The ADU lock claws are NOT interchangeable.
2. The latest 7020/7030 Parts Catalog (5/2000) only lists the new-style ADU lock claw (p/n 26NA50960).
3. The original 7020 Parts Catalog (2/2000) only lists the original-style ADU lock claw (p/n 26NA50080).

Solution ID TAUS0658257EN* **Solution Usage**

Description
F46-11 after working in the optics area.

Solution
CAUSE: Platen glass not installed.

SOLUTION:When working in the optics area, the platen glass must be installed prior to powering up the machine.The white reference area of the platen glass is read by the CCDas a part of the power up sequence.

Solution ID TAUS0700244EN* **Solution Usage**

Description
How to determine what version of Sun Java™ is installed on a Microsoft® Windows workstation.

Solution
To determine what version of Sun Java™ is installed, perform the following:
1. From a command prompt type:java -version
2. Press Enter.
3. The version of Sun Java™ will be indicated. If the command is not recognized then Sun Java™ is not installed.

Solution ID TAUS0700956EN* **Solution Usage**

Description
How to disable the key counter from incrementing during print jobs and fax jobs.

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Solution

To disable the key counter from incrementing during print jobs, perform the following:
1. Access the 25 mode (while holding down the 2 and 5 keys, power the machine ON).
2. Touch [1 Software SW] on the touchscreen.
3. Scroll to switch 21-6 using the arrow keys on the touchscreen.
4. Touch [ON] on the touchscreen.
5. Touch [Return] on the touchscreen.
6. Power the machine OFF/ON to exit the 25 mode.

Solution ID TAUS0701262EN* **Solution Usage**

Description

SC28-03 during the copy process.

Solution

CAUSE: THe HV unit insulating sheet has failed.

SOLUTION: Replace the Insulating Sheet (p/n 26NA50971) at the High Voltage Casing.

Solution ID TAUS0701503EN* **Solution Usage**

Description

Can the watermark be made darker?

Solution

The watermark cannot be made darker. The watermark is rendered in one value only.

Solution ID TAUS0701509EN* **Solution Usage**

Description

E56-01 code. Unable to flash the image file.

Solution

CAUSE: Failed DCPS.

SOLUTION: Replace the DCPS (p/n 26na84511).

Solution ID TAUS0702146EN* **Solution Usage**

Description

How to perform Print Screens (screen shots) from a Microsoft® Windows OS and Macintosh® OS.

Solution

Please see the attacheddocument for detailed information.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0702307EN* **Solution Usage**

Description

When making a copy from the glass, about 20mm is cut off at the trail edge.

Solution

CAUSE: The Scanner Drive Motor has failed.

SOLUTION: Replace the Scanner Drive Motor (p/n 26WA80020).

Solution ID TAUS0702534EN* **Solution Usage**

Description

How to install a printer using LPR (IP Printing) under Macintosh® OS9.

Solution

Please perform the procedures mentioned in the attached document.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

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http://www.adobe.com/products/acrobat/readstep2.html

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